STATE OF CONNECTICUT INFORMATION AND TELECOMMUNICATIONS STRATEGIC PLAN FOR FISCAL YEAR 2020

September 15, 2019

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 2020

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FY 2020 Information Technology Strategy

Statement of Vision for Technology

To streamline state government service delivery through the use of modern approaches and technologies to create the first all-digital government.

Background

Connecticut Organizational Structure of Technology

The technology resources in the State of Connecticut are primarily organized by agency. This reflects the broader 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, 2019, there were 695 Information Technology (IT) employees in the Executive Branch of which only 131 (19%) 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 its first five-year technology strategy that outlined the critical technology activities to guide state actions. This plan begins the process to align technology strategy with the Lamont administration and establishes the process for creating a new 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 few 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 by shared 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 (50.3%) 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 Oct 2018. The 2018 Digital State's Survey[1] identified Connecticut with a grade of "B+ Trending Upwards". This follows a Digital State Survey 2016 grade of "B+" and a 2014 grade "A-". This recognition reinforces the belief that recent investments and action over the last seven years have had a positive impact; however, much work remains to be done to continue to drive value from technology.

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 was 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 public. The Open Data Portal at Data.CT.Gov doubled the online capability in the last year by providing 1158 data sets and visualization capabilities (up from 944) to engage citizens in their government.

The State's dedication to networking has driven large improvements 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. The state's new Enhanced 911 service runs on this network. 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.

In July 2017, the State announced its first cybersecurity strategy. April 2018 brought the release of the first Cybersecurity Action Plan[2]. These nation-leading documents outline 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.

[1] http://www.govtech.com/cdg/digital-states/Digital-States-Survey-2018-Results.html
[2] https://portal.ct.gov/-/media/DAS/BEST/Security-Services/CT-Cybersecurity-Action-Plan-Final.pdf?la=en

State of Connecticut
IT Strategic Plan for Fiscal Year 2020

In January 2020, Governor Lamont outlined a new focus for the State of Connecticut: To become the first all-digital government. The biennial budget enacted in June 2020 established a new Digital Government Services team within the Department of Administrative Services. This multi-agency team has begun identifying priorities and projects to make the governor's vision into reality

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. Ongoing budget pressures will continue to drive reductions to operating funds, while demands for future technology skills are growing.

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

One substantial result of the continued program-specific and agency-specific focus is the high number of applications in the state's portfolio. Although the state reduced the number of applications from 762 in 2018 to 625 in 2019, a substantial improvement, there are still too many applications. Most of these applications have been in place for several years (average age 11.7 years old) and 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 other 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 needs 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, this agency-centric focus has resulted in an undervaluing of a 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 65 agencies locations encompassing over 16,500 phones. This year also saw completion of the CJIS Criminal Information Sharing System (CISS) phase 1 development for access by over 1,526 public safety and law enforcement users as the continuation of the multi-agency, criminal data system.

Developing shared solutions that meet the needs of many different agencies will take time. Our strategy embraces continued efficiency through shared solutions. It should be noted that the delivery of efficiencies through this approach is painstaking slow as multi-agency agreements must be established and continually monitored.

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 generally missing from the State of Connecticut workforce and job classifications.

FY 2020 Strategy

The FY 2019 strategy document continued support for the 5 year goals established under the Malloy administration. Governor Lamont's focus on an all-digital state requires the state to review direction and establish a new set of goals. In FY 2020, the state will embark on a process of setting a new 5-year plan. The theme for the current year can be summarized as "capturing immediate value and planning for long term strategic changes."

GOAL 1 – ESTABLISH A NEW 5-YEAR PLAN

Leveraging technology requires careful planning and flexibility to a changing business environment, especially in an environment as broad and varied as state government. DAS will work in concert with executive branch leadership to assess the needs and challenges outlined above and establish a new 5-year plan that is aligned with administrative leadership, agency needs, workforce changes and on-going investments. This plan is expected to increase agency cooperation and leverage of common solutions that meet resident and business needs.

GOAL 2 – ESTABLISH DIGITAL GOVERNMENT SERVICES

The FY 2020-2021 biennial budget outlined a new direction for the state. The budget allocated resources to begin the process of transforming the State's business processes to a citizen and business focused capability. This team has established an initial set of priorities and will work through the fiscal year to establish the resources, standards, skills and delivery capabilities to support this bold vision.

The fundamental premise of the digital team is that government has been too slow to establish online services that are easy to use, focused on the user and that help simplify government interactions. The current model requires an individual to first locate the state agency that can provide a service or benefit and then determine how to interact. Digital Government Services will be working to change this model.

The guiding principles for the DGS team are to:

- Listen to the end user
- Hide the "seams" between government agency services from user interactions
- Implement enterprise technology that makes services accessible to many users
- Move quickly to start with enterprise solutions while capturing immediate value

Initial activities undertaken by the team are in the areas of:

- Conducting research with citizens and agencies about views on government services and areas that should be improved
- Simplifying business interactions with the state through a Business One Stop portal
- Establishing the framework for a citizen digital identity

- Development and propagation of standards for visual identity and application integration

GOAL 3 - IMPROVE CYBERSECURITY STATEWIDE

The last several years have brought an increase in the amount of cybersecurity risk facing the state. Attacks are growing in volume and sophistication and the state must respond to protect the valuable data and systems for which we are responsible.

The state published a Cybersecurity Strategy in 2017 and a Cybersecurity Action Plan in 2018. Progress has been made by following the recommendations of the action plan, however more remains to be done.

FY 2020 will see continued progress in reduction of state cybersecurity risk through the recently signed, statewide deal for Microsoft products. This deal allows the state to upgrade to the most recent and secured operating systems and products. It brings the introduction of multi-factor authentication to our administrative tools to combat cyber criminals.

GOAL 4 – EMPOWER AGENCIES THROUGH THE USE OF MICROSOFT M365 CLOUD BASED TOOLS

At the end of the previous fiscal year, the state entered into a new type of arrangement to bring modern tools to state employees. This investment brings to all agencies the capabilities of collaboration, cloud based access to documents and greater security. In the 2020 fiscal year, the state agencies will be transitioning from our older tools into this new arrangement. Agencies will be working to upgrade operating systems, moving email to the cloud and learning how to utilize the collaboration tools to improve how state agencies work with each other and our business partners.

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

Digital Government / E-Government

The State continued to build on the new, mobile-friendly state portal that was launched in 2016. Fifteen agencies are live on the new platform and four more in the implementation 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 84 projects to date with 26 completed and 5 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.

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/PropertyCntl/chapter07.htm

Technology Achievements

Installed POE Extreme switches at our New Haven campus to prepare for the installation of VOIP phone through the DAS/BEST Enterprise Phone System.

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 have been updating and keeping up to date on our Bee Keeper, Nursery, and Nursery Dealers registration process online.

Digital Government

List of Online Services Available:

- Bee keeper 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.

- Tick Testing 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

Upgrade all CAES computers to Windows 10.

Upgrade all CAES computers to Office 365.

We are currently moving forward to provide Wi-Fi for our Valley Laboratory at our Windsor location. (This project has been placed on hold and will be instituted when building renovations have been completed in approximately 2-3 years).

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.

Our agency is in the planning stages to send our data to the Groton Data Center and be backed up to Springfield MA.

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 all staff members or as 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—this will be accomplished once we are routing our data to the Groton Data Center.

Upgrade telephone system to VOIP with the DAS/BEST Enterprise system.

Upgrade/Purchase computers and laptops to have Windows 10 (through DAS/BEST) and Office 365 (through DAS/BEST).

FY 2020 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware $40,000.00
- Software $5,000.00
- Services (consulting) $5,000.00
- Subscriptions $2,500.00
- Telecom and Data $40,000.00

FY 2020 Technology Major Expenditures

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

- Upgrading our telephone system to VOIP with the DAS/BEST Enterprise System
- The telephone upgrade will be paid for by DAS/BEST
- CAES has purchased the necessary POE switches at our New Haven campus for this VOIP Enterprise Telephone upgrade

Board of Pardons and Paroles

Mission

BOPP IT continuously strives to digitalize, and update hardware and software infrastructure based on current and future agency needs.

Technology Strategy

Our technology strategy is based on digitalizing business processes to automate workflows and further system integrations with DAS and other state agencies using CISS platform and cloud computing.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

Technology Achievements

Up to date we had implemented new network router and switches to improve network reliability and speed.

Introduced digitalized event scheduling process using state calendar platform linked to our BOPP website.

Replaced and integrated the new website with ct.gov standard using HTTPS security.

Developing and implementing digitalized ePardons Database and Web application with collaboration with JT, DAS and CISS as future pardon system replacing paper applications (going live to the public 01/01/2020).

Implemented VoIP Avaya phone system replacing analog phone system allowing for cutting cost and providing more security.

Purchased new agency storage servers with backups that will be used in the Y drive and exchange account migration to DAS.

Windows 10 update (90% completed).

Digital Government

List of Online Services Available:

- ePardons for internal agency use

List of Online Services Requested by Constituents:

- ePardons Portal

List of Online Services Planned to be made available:

- eParole based on future circumstances

Planned Applications

- Y: drive file management system
- Office 365 cloud based (MS Outlook, Excel, Word)
- Wireless network office-wide

FY 2020 Technology Budget

Hardware: Laptops, desktops, tablets-TBD	$50,000
ePardons Support 1 year	$50,000
Software: Adobe Pro license	$1,500
Subscriptions: Office365	$TBD
Telecom and Data	$2,000

FY 2020 Technology Major Expenditures

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

- N/A

FY 2020 Structural and Process Changes

Change Management meeting periodically to system changes and critical updates.

Connecticut State Colleges & 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 Connecticut State Colleges & Universities have been executing a 5-year technology plan (2015-2020) to standardized infrastructure, applications, data sets and workflows, along with elimination of customizations to streamline operations and reduce operating costs. Additionally, the upgrade of CSCUs ERP systems includes student facing, mobile applications to place the administrative relationship (registration, bill payment, financial aid) in the hands of the student's mobile device. Technology is playing a vital role in cutting the cost of recruiting the freshman class with CRM Recruit and retaining students with CRM Advise. The systems cloud based strategy for all strategic applications has reduced operating costs and enhanced security. The system looks to leverage technology to support the consolidation of back office functions, such as purchasing in FY 20.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

Technology Achievements

Moved 5 ERP systems in a single point of failure to the cloud.

Moved 6 Microsoft Exchange systems to the cloud from single points of failure.

Moved 5 instances of Blackboard, systems on line learning application to the cloud.

Standardized and upgraded 18 campus networks on a Cisco platform and VoIP system.

Moved and standardized the systems 6 firewalls to Palo Alto and engaged a third party to manage and monitor the 6 instances of hardware and related software.

Developed a managed services portfolio to monitor and operate the 18 campus networks, firewalls, voice systems and ERP suites, to enhance security, ensure current maintenance schedule is achieved, along with meeting availability requirements.

Digital Government

List of Online Services Available:

- Online registration
- Online admissions
- Piloting online financial aid processing
- Online educational courses through Blackboard
- Online bill payment through TouchNet
- Office 365 One Drive
- Video Conferencing for Students in O365 and Staff in WebEx
- Mobile app partially deployed at several schools

List of Online Services Requested by Constituents:

- Mobile app
- Texting app with administrative staff and faculty
- Hybrid online and traditional advising

List of Online Services Planned to be made available:

- Centralized online purchasing for CSCU staff
- Recruiter module
- Advising module
- Complete mobile app deployment

Planned Applications

- Imagining Software to scan and catalog documents into the ERP system
- Data warehouse, decision support system
- Centralized purchasing application

FY 2020 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware $2,995,400.00 Bond Authorization (CSCU System Office Only)
- Software $4,621,114.00 (CSCY and Limited Campuses)
- Services (Consulting) $349,700.00 (CSCU System Office)
- Subscriptions $33,950.00 (Membership in Higher Ed Organizations)
- Telecom and Data $ 451,000.00 (CSCU System Office Only)

FY 2020 Technology Major Expenditures

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

- Consolidated Printing Project at CCCs (elimination of laser printers, replaced with multi-function devices/pods (print, scan, fax, copy)
- Hardware refresh CCC/CSU consolidated purchase
- RFP for purchasing software
- RFP/RFI for data warehouse
- Cisco licensing requirements for the system

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 staff/public/patron Internet access; a wide range of online resources; 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/PropertyCntl/chapter07.htm

Technology Achievements

The library has continued to be diligent with all cybersecurity efforts and appreciates the State's Security Mentor end user training. Archive, Public Records and IT Support staff provided a review to unit managers on folder/file organization and standards to assist in clean-up prior to Exec domain migration. CSL IER (IBM Enterprise Records Manager) Navigator Project – In Flight. The addition of this component to the ECM Suite will enable the Atlas Retention Policy Platform to communicate the CSL approved retention policies to the FileNet Repository, tagging the associated records in FileNet with the retention policy and trigger date. The Navigator will enable an automated way for the business to manage their records lifecycle through to destruction or archive. Automated event triggers will alert the business when records are eligible for destruction and generate automated review and approval workflows from the business unit to CSL. Elicited and documented Business Requirements has been completed.

Technical Solution Design Document completed. Development – In Progress. State Library continues to work to preserve our digital assets in this repository. CT Digital Archive (CTDA) located at UNCONN is presently going through a certification process known as CoreTrustSeal certification, https://www.coretrustseal.org/. Certification is hopeful for completion sometime next year, but that timeline could change based upon the review of our initial assessment by the CoreTrust organization. The Newspapers of Connecticut project, and the Connecticut Digital Newspaper Project uploaded newspaper content into the Connecticut Digital Archive in FY19. Fourteen years of the *Thompsonville Press* was added covering January 4, 1923 – December 31, 1936. *The Bee*, followed by the *Newtown Bee* was added covering June

28, 1877 – December 31, 1909. Archive-It, a subscription web archiving service has allowed the library to harvest, build, and preserve collections of digital content throughout State agencies. Eventually, all digital content will be ingested into CTDA. The library purchased a Forensic Recovery of Evidence Device for Archive collections. The device has been helpful in creating forensic files for past governor administration's data. The data is examined, and certain information selected to be placed into CTDA. The National Library Service (NLS) has developed and given the Library for the Blind (LBPH) a new Digital Talking Book system. The system is called Gutenberg and is based around a personal computer running the Linux operating system. Also developed is an efficient and inexpensive duplicator for Digital Talking Book cartridges (DTBC). Gutenberg is designed to be used when multiple copies of books or many different books must be duplicated. It can be used for single book copies; however simpler solutions exist using existing PC software for this task. This new system will aid in resources located at LBPH. Gutenberg will allow the duplication of up to 20 cartridges simultaneously; will write enable and write protect DTB cartridges; will duplicate directly from zip files downloaded from BARD and has associated scripts to download and prepare images of DTBs for use with the duplicator. This new system will aid in resources at LBPH.

Digital Government

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 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. ArchiveIT for web archiving allowing the library to harvest, build, and preserve collections of digital content throughout State agencies. 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, where an initiative has been started to transfer collection to CTDA.

List of Online Services Requested by Constituents:

The State Library implemented a statewide eBook platform, thus making Connecticut one of the first states to develop a statewide library eBook. Libraries in Production - A total of eleven

libraries are currently in this stage of deployment and launch: Beacon Falls, Hall Memorial, Milford, New Milford, Shelton, Woodbury, East Lyme, E.C. Scranton, North Branford, New Britain, and West Hartford. We are currently working through a technical issue that impacts libraries that maintain their own RBdigital accounts, but this should be resolved next week when a fix is made available by RBdigital. *Next steps:* Once the fix from RBdigital has been verified, I will be touching base with all the libraries in this stage to gather feedback as well as to encourage broader promotion and patron use of the mobile app. LYRASIS has developed a suite of patron promotional materials and reading campaigns that the libraries can use as part of this effort. Libraries Newly Deployment - While awaiting the fix from RBdigital, additional library configurations for new libraries to the LYRASIS hosted infrastructure has been completed. The following libraries are currently in "test" phase: Goshen, Groton, New Fairfield, Trumbull, Waterford, Watertown Library Association, Wheeler, Hartford, The Ferguson, New Haven. *Next steps:* internal testing later this month, reach out to each of these libraries requesting their interest in moving into the same stage as the libraries listed above (staff testing/limited production) and coordinating with the libraries as they move forward. Libraries Next to Deploy - Pomfret, Aldrich, Killingworth, Lyme, Middlebury, Woodstock, Booth & Dimock, Prospect, Saxton B. Little, Scotland, Canterbury and Preston. *Next steps:* These libraries are listed in the hosting agreement extension that is currently under review by State Librarian and with approval, will be queued for deployment over the next several months. Technical Development - Every library that is configured as part of the eGO project not only has their ILS and independent content vendors integrated, they also gain immediate access to the shared statewide collections as part of the deployment that are sourced from the DPLA Exchange, RBdigital, and Baker & Taylor. Discussion to follow on a "virtual library" to be made available in eGO that would allow patrons whose library is not participating in eGO to still take advantage of the shared statewide collection.

List of Online Services Planned to be made available:

- Continues to expand the in-house databases/indexes (available to the public on CSL websites) of archival materials.
- Expand the in-house subscription databases/indexes to include more remotely accessible resources for CT State Library borrowing cardholders.
- Continues to create an online transaction opportunity (e-Commerce) to sell materials like books, maps etc. surplus to CSL needs.
- Update online forms (i.e. Word and PDF) available on CLS websites to become paperless transactions, with the submitted data stored as databases. Public

Records and State Archives to use digital signatures on disposal forms and memorandum of transfers respectively.

Planned Applications

M365 Upgrade; Sharepoint; Bitcurator for Archives & Adobe subscriptions

FY'2020 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware - $100,000 (PC refresh; microfilm scanner replacement project, misc)
- Software - $12,000 (Library appl, MS licensing)
- IT Supplies - $35,000
- Services (consulting) - Zero
- Subscriptions - $2.5 Million (eBooks and library db's, ContentDM, ArchivelIT)
- Telecom and Data - $6,200 (Extreme) $1,560 (CEN - $15,600 – 90% e-rate)

If you will be seeking pre-approvals of specific planned IT purchases in accordance with the IT Procurement LEAN process improvement activities, please submit a separate detailed list of planned agency purchases.

FY'2020 Technology Major Expenditures

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

- Statewide Union Catalog and Interlibrary Loan System HW, SW & Service - $232,561
- Subscriptions to online data bases & Library Materials - $2 million
- Statewide eBook Platform and content - $500,000
- CEN build out to public libraries - $1 million
- Newspaper digitization project - $428,000

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

The Bureau of Enterprise System and Technology provides quality information technology (IT) services and solutions to state agency customers, 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 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/PropertyCntl/chapter07.htm

Technology Achievements

BEST – CT Digital Service

- As part of new Governor's vision, established the first digital government services office in CT. During initial launch the team has made incremental enhancements to improve the user experience interaction on the state's portal CT.gov:
  - Expanded site search to include content embedded within pdf documents
  - Enhanced DAS social presence with new blog and twitter widget
  - Improved the efficiency of public meeting calendar to refine from a monthly view to a weekly view

BEST – Application Services

- Implemented a set of new e-Government initiatives for online services, content migrations and mobile/progressive web applications.
- New Migrated additional agencies to new mobile friendly portal Content Migrations
- Established new web presence for Governor Lamont, Lt. Governor Bysiewicz and incoming administration.
- Continued to expand the online licensing and permitting platform to agencies, Office of State Fire Marshall and Department of Developmental Services, along with new online features
    - Department of Public Health (DPH) – New online and renewal for drinking water providers
    - Department of Public Health (DPH – New online and renewal for facilities providers
    - Department of Agriculture (DOAG) – New online and renewal hemp providers
    - Department of Revenue Services – New online and renewal tax preparer providers
- Implemented and deployed new data collection and processing to advance online services for DAS Fleet Management, including enhancements to improve modules for billing, batch odometer uploads, car reservations and rate projections

BizNet Expansion

- State Contracting Portal
- New collection and review of state construction bidding and contracting legal data terms
- New collection and review of small business set aside (SBSA) vendors to report sub-contractor engagements
- New application deployed for the Non-profit Grant Program administered by the Office of Policy and Management (OPM)
- Successfully deployed enterprise content management solution to streamline the capture, storage and retrieval of sex offender registry data

BEST – Platform Services

- Successfully migrated agency Disaster Recovery environments into our the state's Groton and Springfield Data Centers such as for the Department of Insurance, Department of Banking, Workers Compensation, Office of Higher Education, Department of Energy and Environmental Protection, Office of Early Childhood and the Department of Labor.
- Expanded help desk services to improve requests for Is providing Virtual Private Network provisioning service from Security to the Helpdesk. This results in greater

customer service for first access resolution and freeing frees up the security staff for other tasks

- Network Services completed the design and implementation of the E911 microwave radio backup solution for the 12 state police troops and state police headquarters. The solution provides a third method of redundancy by adding connectivity to the state police microwave radio towers.
- Entered into a statewide agreement with Microsoft to upgrade executive branch agencies to most recent collaboration and security tools. This agreement standardized the purchasing process and brings greater discounts over agencies purchasing independently.
- Continued deployment of the state's enterprise telephone system - currently in service with over 18,500 Executive Branch users across 80+ locations. The system currently handles over 40,000+ calls per day.
- Collaborated with the Department of Motor Vehicles to implement new call center technologies in May of 2018 that handles an average of 6,000 calls per day. The configuration offers a return call option that the DMV estimates has saved its customers over 1,500,000 minutes of wait time.
- Conducted BEST telework trial pilot program to assess feasibility and use of technology in advance of for statewide adoption.
- Established a dedicated elections cybersecurity operations support center for the November 2018 elections.

Digital Government

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 Bar 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, bids/RFPs
- Register online to become a public surplus buyer
- State public meeting calendar
- Donation payment processing for the Department of Veteran's Affairs and the CT State Library Heritage Foundation
- Vehicle Lien Status inquiry service
- Mobile applications for the Department of Motor Vehicle online services and CT Emergency Preparedness
- Online Customer Assistance requests for the Department of Banking
- Online Customer Complaint filing for the Office of the Victim Advocate
- Online filing for Encroachment Permits
- Online Crane and Demolition Licensing
- Online Job Search and Recruitment

List of Online Services Requested by Constituents:

- None noted

List of Online Services Planned to be made available:

- Business One Stop Portal

Planned Applications

- Statewide Time and Labor Attendance Management Solution
- Statewide Talent Management System: Phase 2 – New Employee Onboarding, Legal and Law Enforcement Exams and SEBAC administration
- Replacement of Statewide e-Sourcing System

FY 2020 Technology Budget

Hardware	$7,540,780
Services (Consulting)	$9,652,394
Software	$17,680,152
Subscriptions	$782,695
Telecom	$5,430,315

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

The Department of Banking recognizes the Software Management Policy that describes the use and disposal of software assets found at
http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

Technology Achievements

Completed most of the development and testing of the new eLicense implementation at DOB Go-live is stated for August 2019.

Successfully refreshed all desktop and laptop devices to Windows 10

Digital Government

List of Online Services Available:

- Online submission of complaints
- Online license application and renewal for mortgage licenses through NMLS
- Online license application and renewal for Investment Advisors through IARD
- Online license application and renewal for Broker/Dealers through CRD
- Online license application and renewal for non-mortgage license types through NMLS

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:

- A menu of new online capabilities will be available following the implementation of eLicense

Planned Applications

- eLicense is scheduled to go-live August 2019
- Casepoint, a SaaS solution, will be evaluated for replacement on the on-premise Concordance and Law platforms
- Move to the state Metropolitan Area Network
- Move to the state enterprise Phone system

FY 2020 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware $54,000
- Software $0
- Maintenance $10,000
- Services (consulting) $5,000
- Subscriptions $50,000
- Telecom and Data $41,500

FY 2020 Technology Major Expenditures

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

- eLicense final payment and ongoing subscription. $1.6 million for implementation costs, remaining balance due in FY20 upon go-live.

Department of Children and Families

Mission

To partner with communities and empower families, to raise resilient children who thrive.

For more information see: https://portal.ct.gov/DCF/1-DCF/Mission-Statement

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 and expand access to on-line services
- Optimize Internal Process Efficiency and Effectiveness
- Improve Asset Management and optimize ROI
- Increase System Security and Compliance
- Develop and Enhance Skills Sets of Staff
- Improve Delivery of Services and Reduce Costs
- Improve Disaster Recovery and Conduct Exercises
- Increase Data Quality and Implement Data Governance
- 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/PropertyCntl/chapter07.htm

Technology Achievements

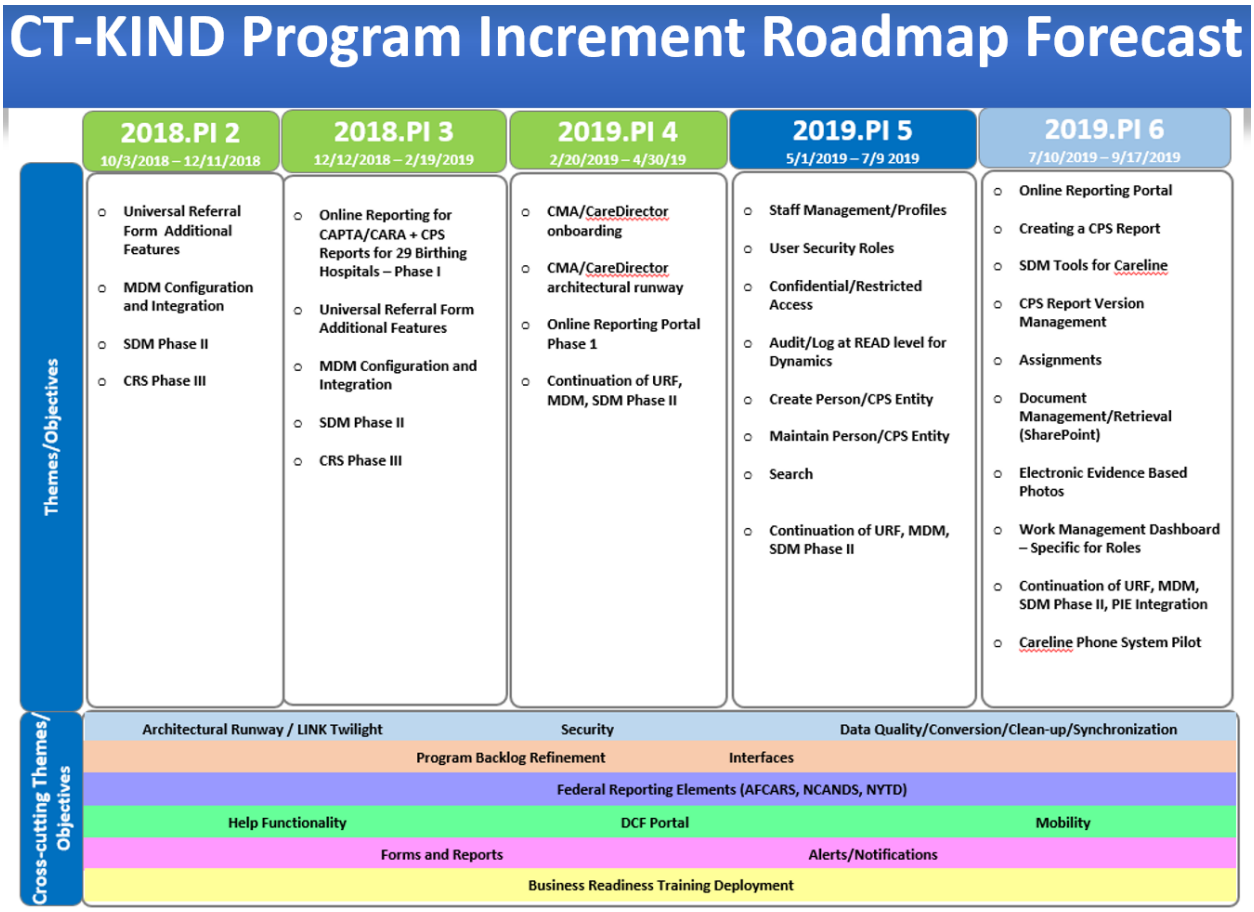
CT-KIND (DCF's new child welfare system) this is our major project to replace the current child welfare system of record named LINK. We currently have 5 agile teams working independently and synchronized with each other for building different parts of CT-KIND.

Some of the recent achievements for CT-KIND are:

- Vendor on-boarded for the CPS Reports and Online Reporting SOW (CMA).
- Continued negotiations for the Selection of a Project Quality Assurance and Progress Reporting Vendors and to establish a QA vendor pool.

- Completion of Intake and Ongoing Services Time Studies resulting in the hiring of additional staff and recommendations for future caseload weighting.
- Launched Careline Online Reporting Pilot.
- Began Data Quality/Clean-Up/Stewardship efforts with statewide staff and QI Division
- Continuous Architectural Runway and IT Infrastructure enhancements
- Finalizing Careline Phone System selection
- Rolled out IPhone 8 devices with Unlimited Data/Tethering/Voice/Text using Airwatch technology
- Began pilot of tablet/notebook for Off-site work
- Ongoing LEAN Events held to streamline 168 business processes to reduce waste and redundancy/duplication
- Began Time Study for the Foster and Adoptive Services (FASU) Division
- Continued Trainings and Workshops for project staff
- Obtained additional project resources
- CareDirector Environments for Dynamics 365 and DevOps
- DevOps Knowledge Transfer
- Performance Testing for Universal Referral Form (URF)
- Microsoft Dynamics 365 Version 9 Patch
- Five9 Phone Solution for Dynamics 365
- Data Mapping (LINK/URF/CareDirector)
- Twilight Strategy (LINK to CTKIND)
- Data Cleansing & Record Association Tool Evaluations
- CareDirector Knowledge Transfer
- SharePoint Implementation

Given CT-KIND is an Agile run project, when you look at the roadmap below know that what is in the past has been already accomplished, what is a forecast has a very high likelihood (over 90%) of being accomplished.



* Please note, this a current forecast that may change based on business value and stakeholder direction and guidance. Work is dependent on capacity so forecasts are subject to change.

Revision of CB-496 Title IV-E Programs Quarterly Financial Report

Very important project such that it avoided penalties of about $25 million dollars every 6 months going forward, by allowing for full proper Federal Title IV-E claiming. The Family First Prevention Services Act (FFPSA), enacted on February 2018 made significant changes in the title IV-E programs, some of which have already gone into effect and others that will become effective in the next several years. ACF issued draft version of the revised CB-496. The revision required changes to financial reporting of DCF's preparation of Federal Title IV-E claiming. Currently changes are deployed in production.

Time Study

As part of the CCWIS deliverables, the CCWIS system should have reduced the time spent by workers on the current system (LINK) by 20%. This study gathered statistical information about KPI when using current LINK in order to have a baseline to compare against when the new CCWIS system is implemented. Data collection contained over 80,000 data points, and focus

groups scrubbed and analyzed this data. As a result, the Ongoing Services Time Study Report was completed, and we now have the baseline statistical data to compare CCWIS results against.

LINK Enhancements v19.2

In order to keep up with evolving Child Welfare Practice, improve data quality, improve business processes and workflow the latest release of LINK (the current child welfare system of record) included 19 enhancements. The enhancements included improvements to the perpetrator searches to include members found in provider reports, improvements to considered removal meetings, ACR meetings, Investigations and SDM Safety, Investigation Protocol, SDM Safety and Risk Assessments, Independent Living Case Plans, Background Checks, Case Closings, Child and Family Case Plans and Voluntary Services Probate.

LINK Upgrade to PowerBuilder 2017

This project was required since the previous version of PowerBuilder, 12.5 is no longer supported by the current company that owns PowerBuilder, Appeon. This is an upgrade of the technology that is at the base of LINK Application (current child welfare system of record). The upgrade required intensive testing of ALL functionality aspects of LINK and new version is currently active in production.

Case Review System (CRS) Phase II

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. The Court Monitor supports this concept and assuming successful implementation, will consider discontinuing his separate review process in favor of joining the DCF CFSR level review and QA teams to ensure the process is implemented with reliability and provides data necessary to show that DCF is ready to exit the consent decree.

CRS Phase II is complete and there are enhancements being planned for a Phase III.

OFFICE 365 DEPLOYMENT - PHASE 1

Assigned licenses to DCF staff for piloting product, VDI team created Environment for enabling development and testing of O365/Windows 10, Engaged with Planet Technologies using MS Planning credits to pilot best practices. Still to be done for Office 365 Deployment Phase 2: determine how to restore data on OneDrive, DCF user's home directories, syncing to the cloud and end users training.

Service Code Enhancements to prevent overpayments

To prevent overpayments on Sub Guardianship placements a new process was put in place to automatically close out any payments made to providers servicing youth that turned age 21 and requiring Child Welfare Accounting to re-enable payments if after a review the youth was still eligible for such services.

Interpreter Language Reports

DCF currently uses interpreters and translation services to serve our clients. To better understand utilization and possible areas of improvement and cost cutting DCF built a report that summarizes the expenditures on language and translation services by department. The report will also be used for the office of multicultural affairs to advise the commissioner's office regarding communication needs of populations being served. We are also researching how Cases requiring interpreters are slowing down our ability to meeting Outcome Measure number 3.

Mobility Phase I

To provide 2,000 front line SW staff with real-time access to the Child Welfare Systems (LINK and CT-KIND) DCF implemented four key components: A mobile device management system using VMWare AirWatch to monitor, secure, and update mobile devices and apps deployed to the field. A wireless infrastructure from Cisco-Meraki that will allow workers coming from the field to stay mobile and continue to utilize mobility devices inside of office spaces with poor access to cellular data. Third a deployment of 2,000 iPhone 8 64GB devices with unlimited data and unlimited voice/text plans that reduce current data and voice rates, improve upload/download bandwidth, and allow for tethering of portable tables. The iPhone devices also will be connected to the AirWatch DCF store to allow DCF approved productivity apps for Workers to sign, share, review data and documents with co-workers, supervisors, and management as well as better service their clients. The last enhancement in this current phase is to use VDI technology to allow for remote access to the same applications that are used in the office by presenting those applications seamlessly over the PCoIP protocol and making it available using any modern browser. The next phase will include deployment of mobile devices

such as a table or 2-in-1 devices and task specific applications with integration with CT-KIND and Microsoft Dynamics.

Reporting and Data Sharing Enhancements

Central Registry Internal Reviews and Appeals Reports – 10 Reports indicating metrics on individuals placed in the registry, seeking removal, internal review results, Superior Court appeals and timeframes for completion of internal reviews.

Additional Initiatives

CCWIS – Comprehensive Child Welfare Information System

AFCARS (Adoption and Foster Care Reporting System)

BizTalk / Data Exchanges

VDI – Phase II of VDI rollout

Disaster Recovery / Business Continuity Implementation

Mobile Device Management Implementation

Intranet Sites – Security upgrades including hosting platform, database access, hosting, F5 configuration for all intranet web-based applications

Open Data Portal Expansion to include 8 new reports

Fleet Scheduler Upgrade – DCF vehicle fleet tracking and scheduling

Race/Ethnicity Remapping for Federal Reporting

Digital 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

- In response to public Law 114-198 – Comprehensive Addiction and Recovery Act (CARA) of 2016 DCF has built an online reporting system capable of collecting information about infants affected by substance abuse

List of Online Services Requested by Constituents:

- 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

List of Online Services Planned to be made available:

- Online reporting for DCF Mandated Reports
- 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

Planned Applications

- CCWIS (a.k.a. CT-KIND) – Comprehensive Child Welfare Information System
  - Uniform Referral Form – Enhanced Service Coordination Enhancement

  - Master Data Management (Person and Provider Domains)
  - Online Portal to Support CARA/CAPTA Reporting, Mandated Reporting
- EHR – Electronic Health Record System
- CRS – Phase III (Inter-rater Reliability, Automated Sampling)
- SharePoint 2016
- SDM – Structured Decision-Making Phase III
- Improvements to existing SACWIS system LINK and Federal Reporting programs (AFCARS, NYTD, NCANDS,1099)
- Kronos Scheduling, Time & Attendance
- Implementation of Master Data Management System
- PIE integration with Master Data Management System
- Windows 10 Upgrade
- CA – PPM (Clarity) Project Portfolio Management System
- OneDrive 0365 Deployment
- Closed Records Management Phase 2
- Consolidated Fiscal Status Report (CFSR) – Phase 1

FY 2020 Technology Budget

Budget Item	7/1/2019-6/31/2020
Direct Personnel (includes fringe benefit costs)	$10,000,000
Consulting Services	$11,000,000
Hardware	$4,000,000
Software	$6,000,000
Development Services	$9,500,000
Maintenance Services	$8,000,000
Data Services	$3,000,000
Training	$500,000
Overhead	$400,000
Equipment / Rental Lease	$250,000

Travel	$250,000

FY 2020 Technology Major Expenditures

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

- Master Data Management System
- Office 365 Licensing
- Dynamics Licensing
- VDI Licensing and Devices
- Windows Licensing
- Enterprise Phone System + Call Center
- Technical Training (Operations, Development, BI)
- Blades, Servers, Storage expansion for CCWIS (Groton / Springfield)
- Smart Phones, Tablets, and Mobile Device Management Licensing (CCWIS mobility)
- CCWIS Implementation
- Automated QA and Monitoring Tools for CCWIS

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 we 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/PropertyCntl/chapter07.htm

Technology Achievements

- Implemented online complaints
- Implemented case management email system
- Casino Licensing migration to elicense
- Eliminated aircards and replaced with smartphone hotspots
- Implemented on-demand VPN system
- Implemented DocuSign
- Implemented SCCM for hardware and software management

Digital Government

List of Online Services Available:

- License look-up
- License application and renewal
- Licensing roster generation
- Print a Certificate
- Anytime Payment and Document Upload
- Online Complaint

- Online reinstatement of licenses
- Online address change

List of Online Services Requested by Constituents:

- Online supervision
- License Verification

List of Online Services Planned to be made available:

- Online supervision
- License Verification

Planned Applications

- Microsoft 365 implementation
- Mobile inspection

FY 2020 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware
  - Computer upgrades $180,000
  - Store & Forward server replacement $50,000
  - Casino networking $32,000
  - Datacard Printer replacements $13,000
- Subscriptions
  - DocuSign $15,000
  - LiveChatInc $1,000
- Services
  - Enhancements to eLicense $18,000
- Telecom and Data
  - Chronicall call tracking software $20,000

If you will be seeking pre-approvals of specific planned IT purchases in accordance with the IT Procurement LEAN process improvement activities, please submit a separate detailed list of planned agency purchases.

FY 2020 Technology Major Expenditures

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

- Computer upgrades $180,000

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 ideas within the Department's Strategic Plan. This will be accomplished 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, 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/PropertyCntl/chapter07.htm

Technology Achievements

- UConn CMHC Network Transition - Completed migration of the network, users and all devices at all facilities to DOC. Transitioned several systems from UConn to DOC data center and decommissioned UConn servers.
  Existing medical applications at UConn are currently being used as we are developing those applications in-house.
- Replaced old Cisco routers at all facilities.
- Acquired internal Domain Controllers.
- Established presence and connectivity to Disaster Recovery site in Groton Data Center. Work continues to bring the DR site fully on line.
- New Haven Parole office moved to new location.
- Case Notes system updated and new functionality implemented: Intake and Assessment (CARA) process, Cognitive Behavioral Therapy (CBT) program, Toxicology Policy for Parole & Community Services Level of Supervision Testing Schedule, Time Out Program (TOP) Diversion Policy.

- Windows 10 upgrade – 70 percent of computers upgraded, project continues and will be completed by December.

Digital Government

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. Allows LEA agencies ability to check on offenders under community supervision.
- Municipal Access to Case Notes for Halfway House Partners. Allows staff at Halfway Houses to access case information on those offenders in their care.

List of Online Services Requested by Constituents:

- On-Line Visiting Application Process

List of Online Services Planned to be made available:

- CTDOC Portal – Public facing portal for access to DOC applications.

Planned Applications

- Offender Management System
- Medical Applications

FY 2020 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware- $550,000 (maintenance and new).
- Software- $2,100,000 (maintenance and new).
- Services (consulting) - $150,000 Software Engineer 2 – Case Notes.
- Subscriptions - $3000.

- Telecom and Data - $450,000.

If you will be seeking pre-approvals of specific planned IT purchases in accordance with the IT Procurement LEAN process improvement activities, please submit a separate detailed list of planned agency purchases.

FY 2020 Technology Major Expenditures

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

- Cisco Maintenance and Support - $125,000.
- Microsoft Maintenance and Support - $450,000.
- EHR Maintenance and Support - $500,000.
- VMWare Maintenance and Support - $160,000
- Veeam Backup Maintenance and Support - $110,000.
- Novell ZenWorks Maintenance and Support - $200,000.
- Local/Long Distance Telecommunications - $450,000.
- Network Security Project - $300,000.
- Computers - $180,000.

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,
    - Continue a significant, perpetual, internal training program, focused on mastery of enterprise technical skills and basic project management skills.
    - Achieve Level 2 of the following Capability Maturity Model for an Application Development Unit:
        - Level 1: The development unit has the necessary skills to design, build, test, and deploy enterprise applications using the department's preferred architecture.
        - Level 2: The development unit has adopted policies and standards for developing applications, as well as mechanisms for ensuring adherence to these policies and standards.
        - Level 3: The development unit has adopted project management best practices to ensure that development work is carried out systematically and efficiently within the constraints of scope, time, quality, and budget.
        - Level 4: The development unit has committed to continuous process improvement, having identified key performance indicators and having implemented continuous process improvement strategies.

- 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

Continue laying the foundation for transitioning from monolithic applications to microservices and "micro-applications", 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.

Continue exploring low-code/high productivity platforms as alternatives to traditional enterprise development, with a focus on the cost/benefit of these systems.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

Technology Achievements

- Completion of Incident Reporting API (supports electronic submission of incident reports via REST Service) with over 1600 automated unit/integration tests.
- Implementation of Identity Server -- industry-standard API security that implements OAuth/OpenID Connect
- Implementation of Electronic Mail Management Assistant (EMMA) for automating data-driven email communications
- Completion of several internal, secure, reusable REST service APIs, including APIs that provide demographic data, Level-Of-Need data, Placement data, and Budget data.
- Creation of SharePoint application (with approval workflows) for handling IT purchase requests and software inventory/renewals.
- Numerous enhancements to applications (including DDS's attendance tracking system and DDS's main information system for individuals, services and providers) to consolidate applications, improve efficiencies, increase data quality, and/or increase revenue.

- Windows 10 preparatory work (images, security, SCCM) and deployment
- Various networking enhancements (e.g., ASE circuit upgrades, VoIP for call centers in four locations, server-switch reorganization, migration to Extreme wireless)
- Configuration, deployment, and training for Everbridge Emergency Communications Software
- Implementation of IBoss Internet Filtering software
- Handled 13154 desktop support calls
- Training of developers in ASP.NET Core MVC and related technologies, including Entity Framework and Xunit Testing.

Digital Government

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.
- Enterprise Licensing (E-Licensing) System, which allows providers and the public to view provider credentials online and allows providers to perform some self-service tasks related to their credentialing (e.g., applying for a license, scheduling inspections … etc.). Currently, the online capability includes Community Living Arrangements, Community Companion Homes, and Medical Administration Certification.

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.
- Electronic Submission of Incident Reports, which would allow providers to submit incident reports electronically to DDS.

Planned Applications

- Complete Development of new Planning Resource and Allocation Team (PRAT) application to replace the existing application on an obsolete platform.
- Deploy Incident Reporting API to support Electronic Submission of Incident Reports.
- Develop web-based Attendance API that allows providers to submit attendance data electronically to DDS and which will integrate with the State's new Electronic Visit Verification (EVV) solution
- Develop replacement application for Individual Budgets application, which will replace the existing application on an obsolete platform.

FY 2020 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware $1,432,723
- Software $923,366
- Services (consulting) $736,705
- VoIP Network Upgrades $550,228
- Subscriptions $15,000
- Telecom and Data $600,000

FY 2020 Technology Major Expenditures

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

- Microsoft 365 (includes Office 365 and Microsoft 10 Enterprise)
- Electronic Visit Verification Integration Work
- VoIP Projects (Danbury, Norwich, Cheshire, Norwalk, Newington, East Hartford)
- PC/Laptop Refresh
- Modernization Project

Department of Economic and Community Development

Mission

- The Department of Economic and Community Development is the state's lead agency responsible for strengthening Connecticut's competitive position in the rapidly-changing, knowledge-based, global economy. The agency takes a comprehensive approach to economic development that incorporates community development, transportation, education and arts and culture. DECD also provides IT support services to the Department of Housing (DOH).

Technology Strategy

- DECD continues to build on the foundation established by a LEAN-driven IT Revitalization Plan. The plan outlined a multi-year strategy for creating an effective technology platform and systems environment which will enable DECD to efficiently service its diverse client base within budget constraints.
- Implementation of a client relationship management (CRM) system, Microsoft Dynamics, is allowing DECD to increase efficiency by automating work processes, enhance customer service, facilitate outreach and perform analyses.
- Plateau 2 of the plan expands and extends the use of the CRM system, implements electronic content management (ECM), creates efficiencies in the management of agency desktop units, adds an online portal for the electronic submission of applications and extends 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/PropertyCntl/chapter07.htm

Technology Achievements

- Filenet, enterprise content management (ECM) has been implemented throughout DECD and DOH. Data from the legacy system, Alchemy, was migrated and the application retired.
- An online portal now allows applicants to submit funding applications electronically into the CRM application.
- Implementation of Microsoft Dynamics across the agency was completed.
- A new web site, www.ChooseCT.com was developed to provide a comprehensive overview of reasons to live, work and play in Connecticut.

- The agency expanded use of electronic systems to eliminate the handling of paper documents to process loans and checks for accounts receivable.
- The Casepoint application was implemented to enhance the efficiency of Freedom of Information request production.

Digital Government

List of Online Services Available:

- An online portal now allows businesses and other applicants to submit applications and supporting materials online.
- 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
- 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 permitting and licensing for businesses.

List of Online Services Planned to be made available:

- Opportunity Zones website as required by Senate Bill No. 570
- DECD is participating in the Business One Stop development initiative

Planned Applications

- Integration of Microsoft Dynamics CRM and FileNet
- Implementation of MS 365 including System Center

FY 2020 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware: $66,100
- Software: $216,219
- Services (consulting): $651,081
- Subscriptions: $25,012

- Telecom and Data: $46,750

If you will be seeking pre-approvals of specific planned IT purchases in accordance with the IT Procurement LEAN process improvement activities, please submit a separate detailed list of planned agency purchases.

FY 2020 Technology Major Expenditures

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

- Microsoft Dynamics for Dept. of Housing: $445,000
- System Center Implementation: $210,000
- CRM System integrations and enhancements: $713,000

Department of Emergency Services and Public Protection

Mission

The Connecticut Department of Emergency Services and Public Protection (DESPP) is committed to protecting and improving the quality of life 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, increased productivity for our agency staff as well as that of our criminal justice partner. Finally, highly efficient and expanded electronic services to the state and local agencies and the public throughout Connecticut has aided in this effort.

As resources grow scarcer and the demand for excellence in governance remains high, the agency continues to strive to operate smarter by improved planning and governance. DESPP will provide cost effective, low maintenance tools and mobile 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 Agile initiatives, particularly those that drive business process re-engineering and systems automation, eliminating low and no value activities as quickly as possible thereby, reducing costs and resolving backlogs.

DESPP operates numerous public safety 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, the Automated Fingerprint Identification System (AFIS), the Master Name Index Computerized Criminal History

(MNI/CCH), the Computer-Aided Dispatch/Record Management System (CAD/RMS), the Special Licensing and Firearms Unit system (SLFU), the Deadly Weapons

Offender Registry (DWOR), the Sex Offender Registry (SOR), and IT systems supporting the State Emergency Operations Center (SEOC).

The charge of the Connecticut Criminal Justice Information System (CJIS) Governing Board, established in 1999 by Public Act 99-14, is primarily to create the means and methods by which information that informs criminal justice agencies' decision-making 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. In keeping with the memorandum of understanding, DESPP and CJIS collaborate on the operation of the Connecticut Information Sharing System (CISS).

DESPP's Technology Strategy includes:

- Enhance the IT/Agency governance process
- Institute an IT budget forecasting model that spans 3 years
- Plan and upgrade technical professional skills
- Expand an agency wide architecture oversight capability
- Establish an agency IT risk management program to anticipate platform exposures
- Continue modernization of mission-critical legacy systems and interfaces;
- Inter/Intra-agency collaboration and electronic information interoperability;
- Digital transformation services that minimize back-office data entry and payment processing;
- 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 with forensic analysis capabilities;
- Enhanced wireless communications capabilities and device interoperability for all CT-based first responders and related disciplines, including the transition to the FirstNet priority and pre-emption system.
- Agency-wide consolidation of printer/copier/scanner/fax devices to reduce maintenance costs and drive greater predictability of future office equipment expenses

The agency recognizes the Software Management Policy, which describes the use and disposal of software assets; see http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

Technology Achievements

DESPP Headquarters and Executive Offices

Phase 3 deployment of the agency's successfully piloted executive mobility program (i.e., tablets) further reduces the number of assigned devices thereby, enhancing accessibility and remote work capabilities of agency leadership, effective July 2019

Completed the core network upgrade at DESPP HQ, SEOC, and Groton Data Center including new firewalls, additional security and enhancing the performance of the agency's equipment and the reliability of all of its critical systems. June, 2019

Initiated a multiyear project to modernize the state's outdated Automated Fingerprint Identification System (AFIS) and Master Name Index/Computerized Criminal History (MNI/CCH) system.

Connecticut State Police (CSP)

- Acquired new Mobile Data Terminals (MDTs), dash cameras (dash cams), modems and e-citation printers to equip 80 new cruisers, affording more troopers access to technology increasing their productivity, improving evidence quality, and strengthening equipment reliability, effective June 2019.
- Upgraded 80 CT State Police cruiser cellular modems from 3G to 4G/LTE, yielding cost savings and enhancing wireless performance, effective June 2019.
- Upgraded core network equipment and implemented Wi-Fi enhancements at 8 CSP Troops, June 2019.
- Deployed Photo SmartShot System, the FBI standard for mugshot lineups and facial recognition, at Rentschler Field, effective May 2019.
- Deployed 582 Panasonic Body Worn Camera (BWC) devices to majority of troops and patrol vehicles, pursuant to Public Act 15-4, June 2019.
- Initiated a project to scan and store all Sex Offender Files electronically allowing for instant access to files for law enforcement.
- Initiated LPR data sharing pilot program with 4 CT municipal PDs, June 2019
- Upgraded Fuel Management System connectivity from analog to digital for enhanced reliability, speed and timely reporting
- Ongoing mobility pilot program with Major Crimes Units to maximize time spent out in field
- Deployed Peak Performance software, computer-based training, enabling all law enforcement federal, state and local to complete COLLECT/NCIC recertification training on-line and enabling all law enforcement and their vendors to complete the appropriate levels of Security Awareness Training on-line. This has resulted in a significant decrease in overtime dollars spent on travel to training sites.

Division of Emergency Services and Homeland Security (DEMHS)

- Upgrades the Web Emergency Operations Center (WebEOC) System at the State Armory where the State Emergency Operations Center (SEOC) is located, and deployed statewide to stakeholders, adding new features and increasing reliability to the state and local emergency management infrastructure. Completed September 2016. Ongoing addition of new features and users, with requisite training.
- Implemented additional video and mobile workstations at the SEOC thereby improving device performance, reliability and staff productivity during exercises, drills and activations, effective May 2018.
- Evaluation of the current hosting of emergency management software at DAS BEST is in process with development of an updated strategy by January 2019.
- Evaluation and implementation of damage assessment software to municipalities statewide for post-disaster damage assessment and linking with FEMA software systems.
- Enhancement of video transmission capability for emergency management Mobile Communications Vehicles (MCVs) to allow for real time video streaming to the SEOC and other command and control centers.
- Evaluation of current Mobile Internet Communications Asset (MICA) to ensure that emergency management functions can continue in the event of catastrophic loss of internet connectivity.
- Continued enhancement of video display systems at DESPP headquarters, the SEOC and DEMHS' five Regional Offices.
- Identified XL Center in Hartford as a key facility with poor AT&T wireless coverage and performance, resulting in installation of Distributed Antenna System (DAS) under FirstNet

Division of Scientific Services (DSS)

- The Laboratory Information Management System (LIMS) environment expanded to include testing servers and additional backup technology, effective May 2018.
- Implementation of iPrelog and iResults, an upgrade to a new electronic evidence classification software, interfacing with the LIMS database, effective January 2018

Division of Statewide Emergency Telecommunications (DSET)

- Conducted comprehensive cyber security audit of 9-1-1 System, Public Safety Data Network and Land Mobile Radio Network
  - Critical vulnerabilities have been identified and largely mitigated
  - Working with respective vendors to implement solutions for non-critical vulnerabilities
- Migrated Land Mobile Radio Network from legacy system to state of the art Project 25 system

  - Capacity of system increased exponentially
  - Significant coverage improvements
  - It is now an open architecture system, allowing the use of other vendor radios to function on system
    - Competition may help lower costs of radios for all system users
- Sharing of the Land Mobile Radio Network
  - Increased capacity allows additional users on the network
  - To date Stonington, Coventry and Groton use the system as their primary communications system
  - Current cost savings to towns exceeds $10M
  - Increased interoperability leads to enhanced first responder and public safety

Commission on Fire Prevention and Control (FPC)

- Pilot-tested QuestionMark® remote certification testing.
- Enhanced data backup/disaster recovery solution to accommodate offsite storage

CJIS Connecticut Information Sharing System (CISS):

- Designed and configured the CISS hardware infrastructure to meet the technical requirements.
- Configured and deployed Windows 2012 R2 Hyper-V clusters to handle virtualization needs for CISS and other CJIS projects totaling about 400 Virtual servers.
- Designed, built, and deployed SharePoint 2013/Project Server 2013 infrastructure
- Implemented Federation services and identity management systems for CJIS.
- Deployed replication services based on CONNX for the initial CISS Search Module.
- Designed, built, and implemented MS System Center Suite including monitoring, helpdesk, management, and protection for CJIS systems.
- CISS Search and Electronic Workflow Release Status Production (Live):
  Release 1 - OBIS, PRAWN
  Release 2 – Early Arrest Notification
  Release 3 – CRMVS, POR, Saved Searches

Release 6 – CIB, DOC, BOPP, Infractions

Release 10 – MNI/CCH, Weapons

Production scheduled in September 2018:

Release 11 – (Workflow Systems) RMS UAR, Misdemeanor Summons Electronic

Data, Post Arrest, Post Judgement, Arraignment, Disposition

Production scheduled in November 2018:
Release 4 – Electronic Content Management (UAR attached Documents), RMS Retrieval (UAR)
Release 9 – SOR, CMIS, MNI/CCH, Weapons, Wanted

Deployment status with Stakeholder Agencies (Workflows):

- The Department of Correction (DOC) and the Board of Pardons and Paroles (BOPP) are using the MVP to view the Early Arrest Notifications for those people on conditional release and parole supervision.
- The Department of Motor Vehicles (DMV) is using the MVP to view the Early Arrest Notifications for immediate notification of arrests for any individual who holds a Public Passenger Endorsement.
- The Division of Criminal Justice (DCJ) is using the MVP to view all the Early Arrest Notifications.
- Law Enforcement – RMS vendors, CT-CHIEF and Accucom are providing Early Arrest data information from seven Police Departments

Search Users

- Presently, there are 1,316 individual Search users, either active or enrolled, to take the online training.

Digital Government

List of Online Services 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)

List of Online Services Requested by Constituents:

- Online web portal to facilitate gun transfers (requested by CT gun dealers)

List of Online Services Planned to be made available:

- Web portal for CT gun dealers to enter gun transfers online

- Applicant Enrollment portal to allow the taking of civil fingerprints at local retail establishments i.e. Staples. This service has been requested by multiple State agencies such as the Office of early Childhood, Department of Children and Families etc.

Planned Applications

- Implement new Document Management system for law enforcement policy's and procedure's eliminating the tedious manual paper process of disseminating new policy's to law enforcement.
- Consolidate all the licensing processes to one electronic licensing system. Included will be a portal for gun dealers to enter gun transfers, eliminating the back log of entering the transfers manually.
- Upgrade software to process crime data for reporting. Enhancement will level DESPP to become compliant with FBI NIBRS certification requirements.
- Complete project to scan and store all Sex Offender Files electronically allowing for instant access to files for law enforcement.

FY 2020 Technology Budget

Outline a plan for technology spend from all sources:

DESPP IT	Category	2019
IT Staff	$	
IT Data Services	$	18,200
Hardware lease	$	16,300
Hardware Maint	$	1,945,600
Software licenses	$	980,250
Software Maint	$	890,000
Services (consulting)	$	
Subscriptions	$	
Telecom and Data	$	
CJIS Budget		
CJIS/CISS Opex	$	2,766,999

CISS Prod Phase 1 $ 60,898,817

FY 2020 Technology Major Expenditures

All planned agency technology expenditures in excess of $100K

New Automated Fingerprint Information System (funded)	$10M
CJIS (OPM approved CJIS request for additional Bond funds to complete	$9.59M
CISS workflow and Search User deployment of Phase 1:	
Consultant Funds – (Other Funds, bond funds):	$1.41M
Equipment Funds	$8.18M
Other funds, bond funds to complete CISS Phase 1 by end of 2019	
Technology for New CT State Police Cruisers (pending):	$1.095M
Mobile Video Recorders (MVRs):	$540K
Mobile Data Terminals (MDTs) and Docking Stations:	$480K
E-Citation Printers:	$75K
DESPP PC Refresh, (pending)	$450K
DESPP Mobility Program (Major Crimes):	$400K
CT State Police Body Worn Cameras Program	$375K

- Backend Storage: $200K (bond funds)
- BWCs: $175K (DOJ grant)

Agency Network Switch Upgrades, (pending)	$300K
Network security enhancements:	$300K
• Cisco ICE Security:	$200K
• Firewalls:	$100K
• Multimedia enhancements to HQ and Training Academy:	$150K

State of Connecticut
IT Strategic Plan for Fiscal Year 2020

Department of Energy and Environmental Protection

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

To encourage and support transparency by providing quick and easy access to timely, accurate and integrated environmental information to Department staff, partners, and constituents. To deliver a comprehensive view of environmental activities, conditions and Department actions. To offer capabilities to more efficiently and effectively 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/PropertyCntl/chapter07.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 with 750 VDIs supporting over 1100 full time and seasonal staff members, this is a transition away from physical desktops. Implementation of this VDI technology, during challenging budget cycles, has made a significant impact to overall costs of each desktop both for capital and operational expenses. DEEP continues to be a state leader in the use of Geographic Information Systems (GIS). We have established numerous publicly-accessible maps containing commonly requested and valued information related to State Parks and various environmental data layers. We were successful in quickly implementing a GIS mobile application to inventory hazardous trees throughout DEEP owned facilities that was leveraged to help prioritize and address potential public safety risks. DEEP continues to expand its online presence with the implementation of the DEEP Document Online Search Portal which allows the public to search, view, and download any DEEP public documents in the enterprise FileNet repository. DEEP digitized over 1 million Hazardous Waste Manifest documents and ingested them into the DEEP FileNet repository. These high-demand documents are now

electronically accessible to both DEEP staff and the public through both FileNet tools as well as the DEEP Document Online Search Portal.

Digital Government

List of Online Services Available:

- The DEEP Document Online Search Portal provides the public the ability to search, view, and download all existing unrestricted public electronic documents. The portal is searchable by a variety of fields and includes a collection of documents electronically produced or digitally scanned by the agency. The available documents are currently limited but DEEP continues to add documents that are of public record and interest through various Records Management initiatives. The majority of documents accessible today include Hazardous Waste Manifests and Spills reports.
- ezFile is an online electronic filing system for DEEP's application, licensing, registration, and permitting processes. Currently, public users can leverage ezFile to submit Radiation Registrations (Diagnostic & Therapeutic X-Ray Device (DTX) and Radioactive Material & Industrial X-Ray Device (RMI)), Storm water Registrations (Construction, Industrial, and No Exposure), and Underground Storage Tank Notifications (UST). ezFile has over 10,000 registered users and was used to submit over 8000 electronic filings to DEEP in 2018.
- DEEP has an on-line system to reserve campsites, including those with rustic cabins, at state park and forest campgrounds. Reservations for all state campgrounds are available online accessible from the DEEP website. Additionally, out-of-state residents can pre-pay for parking at Squantz Pond and Gillette Castle.
- Connecticut's Online Boating Certificate - A boating certificate is necessary for operation of all Personal Water Crafts (PWC) and operation of certain boats. Within a week of completing your boating safety course and passing your exam, you are be able to purchase your certificate by going to the Online Sportsman Licensing system.
- 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.
- To fulfill the requirements in Public Act 12-11 "An Act Concerning the Public's Right to Know of a Sewage Spill" DEEP is required to post, on the department's Internet web site, notice of unanticipated sewage spills and waters of the state that have chronic and persistent sewage contamination that represents a threat to public health, as determined by the Commissioner of Energy and Environmental Protection in consultation with the Commissioner of Public Health. Any notice posted pursuant to this subsection may contain the following relevant information as best determined from the reported sewage spill incident: (1) The estimated volume of discharge; (2) the level of treatment of the discharge; (3) the date and time the incident occurred; (4) the location

of the discharge; (5) the estimated or actual time the discharge ceased; (6) the geographic area impacted by the discharge; (7) the steps taken to contain the discharge; (8) reasonable public health, safety or welfare concerns or environmental concerns; and (9) public safety precautions that should be taken. "To meet this requirement, an interactive webpage has been made available to municipalities to report their CSOs through the DEEP portal. The entry will update the required spatial presentation for the public automatically showing the required information above based on the information provided by the municipal entity.

- The Air Emissions Inventory and Compliance Reporting System (EMIT) is DEEP's web-based Air emissions reporting application. EMIT is used to report Air emissions statements as well as Title V and GPLPE Air compliance reporting. An emissions inventory is a detailed list of air pollutant emissions associated with the various sources of emissions. Title V sources are expected to submit an electronic emissions statement annually.

List of Online Services Requested by Constituents:

- Expanded 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 focus from management of paper to managing environmental information.
- Expanded Online Electronic Permitting – this will allow DEEP regulated entities to submit online filings for various licenses, notifications, permits, and registrations. This will reduce the submission of paper applications to the agency, increase application accuracy, and reduce the time needed for internal review and approval. 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 focus from management of paper to managing environmental information.

List of Online Services Planned to be made available:

- The Sites CMS project will consolidate project management and data tracking needs of multiple DEEP business areas that support various aspects of discovery and remediation of contaminated and potentially contaminated sites including Dispatch, Oil & Chemical Spills, Leaking Underground Storage Tanks, PCBs, Emergency Response, Site Assessment

& Support Unit (SASU), Remediation, and Cost Recovery. The new system will replace current paper-based manual processes to manage the oversight of environmental cleanup at approximately 7,000 CT properties resulting in the elimination of redundancies, fostering better coordination of effort across business areas, enabling more efficient processing of vendor invoices and assisting with cost recovery efforts, simplification of reporting a spill or discovery of a polluted site for the general public, and promoting transparency to the general public and other state government agencies such as DECD and DPH. Other project goals include providing a responsive application that can be leveraged by emergency response and other field staff to view and update data and documents directly from their mobile devices, eliminating legacy systems, and creating common electronic interfaces and workflows for enforcement actions that can be extended outside of this project for potential re-use throughout the agency.

- The ezFile Electronic Permitting project will extend the DEEP ezFile platform to incorporate the remainder of DEEP's application, licensing, permitting, and registration processes. ezFile currently includes less than a dozen e-permitting processes. However, DEEP has over 120 application, licensing, permitting, and registration processes which currently rely on paper-based application submittals, old legacy technologies, and manual review processes. This project will provide a more streamlined, efficient approach to both the external public interface and internal workflows based on lessons learned from previous projects. The focus of the project will be on the intake process to increase our services and online presence to the public by offering expanded electronic filing options. The project will leverage existing internal workflow functionality for use by internal DEEP staff. The goal is to make both the process of applying for permits and the process to review permits, lean, fast and efficient, thus lowering the cost to citizens, business and government. Delivering feedback of results quickly, to promote transparency, program efficiency and strategic program development within DEEP, and across state government.

Planned Applications

- PURA e-Filing Case Management – Serves 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.
- Electronic Natural Diversity Database (NDDB) Applications - An automated NDDB review process will utilize the existing DEEP ezFile platform and will develop an online request form, mapping component, and Decision Support Tool utilizing logic to automate simple

reviews and return standard results, allowing for automated, self-service request processing. This will simplify natural diversity data base determinations and provide instant answers through the online NDDB portal for 60 percent of applications. An NDDB review is a prerequisite for many other DEEP permit applications and this solution is expected to help expedite these permit review processes as well.

- GIS mobile solutions – Creation of mobile solutions leveraging ESRI tools such as Survey 123 to support agency needs to inventory and/or survey energy, environmental conservation, or environmental quality data or conditions and display results geographically as well as within dashboards. These will increase agency efficiencies and promote cross-program collaboration to better support the agency's mission.
- DEEP will be exploring and entering into new strategies to maintain and gain efficiencies while working with limited human resources. These strategies include:
    - Cloud supported applications
    - Hyperconverged Infrastructure (HCI)
    - Shared state resources

FY 2020 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware $1.0M
    - VxRail Nodes
    - VMWare Licensing for Springfield Data Center
    - Zero Client Refresh
- Software $1.0M
- Subscriptions $50K
- Services $3.0M
    - Document Scanning
    - Cloud Application Hosting
    - IT Consultant Services
- Telecom and Data $1.0M
    - Hartford Network Refresh
    - Fort Trumbull Network Upgrades

FY 2020 Technology Major Expenditures

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

- Records Management: $3M
    - Historic Manifest Files – Scanning & FileNet Ingestion

  - Oil & Chemical Spills Files – Scanning & FileNet Ingestion
  - Natural Diversity Database Files – Scanning & FileNet Ingestion
  - Remediation Files – Scanning & FileNet Ingestion
- Case Management: $5M
  - ezFile Electronic Permitting – Phase 2
  - Sites Case Management System
- Hardware $1.0M
  - VxRail Nodes
  - VMWare Licensing for Springfield Data Center
  - Zero Client Refresh
- Software $1.0M
- Subscriptions $50K
- Services $3.0M
  - Document Scanning
  - Cloud Application Hosting
  - IT Consultant Services
- Telecom and Data $1.0M
  - Hartford Network Refresh
  - Fort Trumbull Network Upgrades

Department of Housing

Mission

- The Department of Housing's mission is to ensure everyone has access to quality housing opportunities and options throughout the State of Connecticut.

Technology Strategy

The Department is currently evaluating and realigning its processes associated with its capital investments. It is doing this through a number of avenues, including both internal and external working groups, as well as additional staff training and the improvement of delivery systems. (Meets the following: embrace technology, increase productivity, increase efficiencies). "The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

- Procurement of desktop equipment (35 personal computing devices, combination of desktops and laptops)
- Laptop deployment
- Transition to the new state website platform
- The Department of Economic and Community Development, which provides administrative and business functions for the Department of Housing, is moving forward with the implementation of the Microsoft Dynamics Client Relationship Management (CRM) system. This system will provide financial, IT and other administrative support services to DECD and DOH. (Meets the following: embrace technology, increase productivity, increase efficiencies and improve constituent interaction).
- Implementation of a new image repository, FileNet, was completed in the previous budget period. The FileNet system is a records management system, previously managed through AlchemyWeb. It is a more sophisticated and useful documents system. Its implementation now allows for easier access to state permanent records, both for maintenance and retrieval. (Meets the following: embrace technology, increase productivity, increase efficiencies, and reduce cost)

Digital Government

List of Online Services Available:

- Information, Instructional Guides and Forms

- Online Application of Housing Development Finance

List of Online Services Requested by Constituents:

- None requested

List of Online Services Planned to be made available:

- No plans for this budgeting period

Planned Applications

- A hardware upgrade will be taking place during this budget period. All new computing devices will have Windows 10 installed and all legacy devices the agency decides to keep will be upgraded to Windows 10
- MS Office 2016 upgrade

FY 2020 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware: n/a, hardware expenditure occurred in the previous budget period
- Software: Licensing renewals
- Services (consulting)
- Subscriptions
- Telecom and Data
- The Department of Housing will be seeking to acquire and fill a full time ITA3 position for IT coverage to supplement the current coverage provided thru the MOU between DOH and DECD

If you will be seeking pre-approvals of specific planned IT purchases in accordance with the IT Procurement LEAN process improvement activities, please submit a separate detailed list of planned agency purchases.

FY 2020 Technology Major Expenditures

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

- Nothing planned

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 infulfilling 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/PropertyCntl/chapter07.htm

Technology Achievements

Successfully implemented and tested our DR solution for our hosted applications and Data to Eastern State University.

Digital Government

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 Porta

List of Online Services Requested by Constituents:

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

List of Online Services Planned to be made available:

- No additional online services are in development at this time due to the migration to SBS below

Planned Applications

The Insurance Department initiated a project that will replace our current custom developed core system, CRIS, with the State Based Systems (SBS) application that is made available by the National Association of Insurance Commissioners (NAIC). The SBS application is currently used by more than 30 state insurance departments and migrating to that system will allow the Connecticut department join with other states in presenting a uniform insurance regulation interface. This migration will take 2 years to complete.

We plan on migrating to the state Enterprise Phone system in FY2020

We plan on upgrading our current Windows server 2008 to windows server 2016 by the end of support date of 12/31/2019

FY 2020 Technology Budget

Outline a plan for technology spend from all sources:

Hardware	$142,000
Software	$0
Maintenance	$19,200
Services (consulting)	$10,000
Subscriptions	$5,000
Telecom and Data	$41,500

FY 2020 Technology Major Expenditures

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

Replacement of Core Network Switch $57,000

Implementation of wireless $25,000

Department of Labor

Mission

The Department is committed to protecting and promoting the interest of Connecticut workers and employers. In order to accomplish this is an ever-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/PropertyCntl/chapter07.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 point 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

Unemployment Insurance Modernization (formerly known as UI Revitalization) – 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 and 2 activities were successfully completed in May.

The Wage and Workplace Standards Division successfully implemented a Case and Document Management System. The Public portal portion was launched in May for the public to access and submit claim, complaint and waiver forms through the DOL Wage Website. The new digital system captures, manages, stores, reports, and centralizes the Wage Division's business information to keep data current, accurate and quality controlled. It allows for better utilization of resources, eliminates waste, and deliver services to customers with enhanced efficiency, while gaining greater data security.

Digital Government

List of Online Services Available

*In partnership with JTI, Inc., CTDOL successfully implemented a Commercial Off-the-Shelf (COTS) Case and Document Management System that is easily adaptable in meeting the changing needs of the Agency. The new system was rolled out in our Wage and Workplace Standards Division to streamline work functions and assist in the elimination of processes reliant upon legacy systems that generated a mountain of paper documents. The system is service oriented and is built on Amazon's Hosted Web Services Private Cloud to capture, manage, and store centralized business information to keep data current.

Launch Date: May 2019

In partnership with Geographic Solutions (GS), CTDOL successfully implemented its new module for the JFES program. The JFES module is now available within CTHires (Connecticut Helping Individuals and employers Reach Employment Success), an integrated web-based workforce system that is used state-wide.

JFES staff and their partner agencies use CTHires to record and track employment and job search activities for participants receiving cash assistance. Features include case assignment, correspondence, case notes, assessments, tracking of activities and credentials, document management, and reporting. Launch date: March 2018

Launched an 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 Cloud Platform while eliminating significant costs associated with building out technology infrastructure and maintenance peripherals.

Implementation of a Virtual OneStop through the CTHires Application delivers workforce development services to individuals 24x7. Customers can access employment and training assistance at home in their pajamas. No more waiting in line. Virtual One Stop will also include interfaces for Spanish-speaking customers, as well as those that are visually impaired, and Virtual One Stop 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, both also educates them on the services proved 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 all 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 this Fiscal Year

List of Online Services Planned to be made available:

Work Opportunity Tax Credit (WOTC) Program provides a Federal tax credit to employers for hiring individuals from certain target groups have consistently faced significant barriers to employment. WOTC joins other workforce programs that incentivize workplace diversity and facilitate access to good jobs for American workers. A new WOTC module will be incorporated into our CTHires Employment Case Management system. Features that will be included with this web-based module include registration for employers and consultants; uploading of power

of attorney documentation, uploading or manual entry of applications, and scheduled interfaces that will provide information and can auto determine approval or denial of applications. Planned implementation: March 1, 2020.

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 inquires, upon request.

Planned Applications

Unemployment Insurance Modernization (formerly known as UI Revitalization) – Phase 2 of the project officially ended May 2018 with the conclusion of functional gap analysis for Benefits/Appeals. In Phase 3, CT will become a member of the ReEmployUSA Consortium and implement the new UI Tax and Benefits system. All remaining functional gap analysis for Tax and design/development planning is complete. Development for Benefits/Appeals and Tax is currently in progress and will run in parallel through late 2020. System implementation is planned for May 2021. In Phase 4, CTDOL will perform legacy system retirement and develop data retention solutions for data which is not converted to the new system.

Workforce Connect:

In partnership with NASWA Information Technology Support Center (ITSC), Department of Labor will implement the Workforce Connect Single Sign On module that will provide claimants with a "common front door" for submitting their claims and selecting their payment method. Workforce Connect is a three-module software suite. The modules (Single Sign On, Integrated Registration, and Workforce Profile) can operate on their own, or work together as one application. Phase 1 of this project will implement the Single Sing On module and will expand by adding additional modules and new applications under this umbrella.

Planned Technology Initiatives:

Migration to DAS/BEST Enterprise Unified Communications

Varonis Upgrade and Migration to DAS/BEST

Mobile Friendly Enhancement for Continued Claims Processing

Network Infrastructure Upgrade

PC Refresh & Windows 10 Migration

Office 365 Migration

McAfee Upgrade

Firewall Upgrade

Bluezone Upgrade

Wireless Initiative

FACT Infrastructure Upgrade

FY 2020 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware $1.9M
- Software $400K
- IT Consultant /Vendor Services $500K
- Staff Training $25K
- Subscriptions $856K
- Telecom and Data $75
- HW/SW Maintenance $2.6M

If you will be seeking pre-approvals of specific planned IT purchases in accordance with the IT Procurement LEAN process improvement activities, please submit a separate detailed list of planned agency purchases.

FY 2020 Technology Major Expenditures

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

- CTHires Subscription Support $846K
- Internet Initial Claims (IIC) Support $322K
- PC Refresh $1.2M
- Wireless Initiative $307K
- Network Infrastructure Upgrade $142K
- FACT Infrastructure Upgrade $240K
- UI Modernization Initiative $9M (includes project and vendor resources)

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/PropertyCntl/chapter07.htm

Technology Achievements

e-Prescription – DMHAS has implemented an e-prescription solution, leveraging a vendor software (RXNT) for all DMHAS prescribers. The application has enabled DMHAS to be compliant with the State of Connecticut act for preventing prescription opioid abuse.

Middletown Campus

New Communications Closet constructed, Dutcher 3rd Floor

Middletown Campus Camera Upgrades

Whiting Courtyard Cameras

Dutcher Building Cameras

Processing Center Cameras

Statewide Call Center – DMHAS has implemented a statewide Mental Health and Substance Abuse Access Call Center, which provides an effective and cost-efficient method to:

Centrally deploy DMHAS state-operated and PNP-funded mobile crisis response team

Improve access to care by servicing as the centralized mental health and substance abuse access line

Improve engagement, linkages to care and patient follow-up

Infrastructure Upgrades

Completed multiple infrastructure upgrades including:

Deployment of WFH IT Infrastructure (FY 2019)

- New Pharmacy
- New File Server

Video Archive

Virtualize Domain Controllers

Facility File Servers, upgraded hardware and converted to VM

New plant wiring installed at West Haven

New Plant wiring installed for new FSD location, Stamford

Circuit Upgrades

New Circuit for redundant vendor and path on Middletown Campus

New Circuit for redundant vendor and path on Hartford campus (CRMHC, BHSA)

New Circuit and Router installed at 97 Middle St., Bridgeport

Upgrades in process:

Virtualization of CVH Pharmacy Systems

Upgrade of SQL 2008 & 2008 R2 severs to SQL 2016

Upgrade Windows Server OS 2008 & 2008 R2 to Windows Server 2016

Digital Government

- DMHAS State Bed Vacancy List – DMHAS posts a listing of available inpatient beds on the ct.gov website to help facilitate timely and efficient treatment of clients in need. This site is updated daily by providers throughout the state.
- 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.
- Kronos – DMHAS is participating in a multi-agency effort to modernize the current scheduling and timekeeping process beginning with the implementation of Kronos at the Connecticut Valley Hospital. The new process will then be expanded to DMHAS's other facilities.
- Planned Technology Initiatives
- Office 2016 migration
- Access 2003 database migration to Access 2016
- Windows 10 Desktop migration
- Migrate SharePoint 2010 to 2016
- Server Upgrades to Server 2016
- Video Archive
- Upgrade and Encryption of Backup Infrastructure
- DR infrastructure implementation
- Implement m365 Technologies
- Video conferencing
- SharePoint
- Intune

FY'2020 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware $2.5M
- Software $2.0M
- Services (consulting) $1.2M
- Subscriptions $75,000
- Telecom and Data $50K

If you will be seeking pre-approvals of specific planned IT purchases in accordance with the IT Procurement LEAN process improvement activities, please submit a separate detailed list of planned agency purchases.

FY'2020 Technology Major Expenditures

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

- Desktop Refresh $800K
- Switch Refresh $400K
- Voice Mail server upgrade $150K
- Virtual Environment Upgrade $120K
- Phone System Replacement – 1 site $500K
- Battell Video – estimate only $1.0M

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 customer 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/PropertyCntl/chapter07.htm

Technology Achievements

- Vehicle Business Regulation (VBR) Production Control Report for Business Process Improvement Project (LEAN, Six Sigma) – automation of manager production control reports for the Vehicle Business Regulation Division which allows management to monitor the productivity and performance of VBR's customer transactions. The report allows management to track, monitor, and forecast productivity on a daily basis.
- Modernization of DMV's International Registration Plan Information System- DMV replaced its end of life IRP system with a modernized and robust system that will allow IRP customers the ability to perform on-line transactions for its IRP-related transactions.
- Real Time Insurance interface to CIVLS – Provide a real time interface to the Insurance system, so CIVLS can verify the Insurance automatically and not rely on the physical card.
- Deployment of a project portfolio management toolset to assist with project resource load balancing
- Customer Contact Center Strategy – Implemented Phase 2 of the Customer Contact Center project. Phase 2 successfully implemented Interactive Voice Recognition (IVR) functionality for customers to perform the following transactions or online services:
    - Vehicle Registration Status
        - ex. Active, Cancelled, Revoked, Suspended
    - Registration Renewal
        - Ability to renew registration with PIN or Driver's License number
    - Insurance Compliance Lapse Fee payment

        - Payment of Insurance Lapse Fee
    - License Delivery Status
        - Check delivery status of credential
    - License or Non-Driver ID Status
        - Ex. Valid, Suspended
    - License Suspension Fee payment
    - Payment of License Suspension or Ignition Interlock Device Fee

New Partner locations – Successfully implemented one new DMV partner that delivers DMV Licensing services: The Workplace, Inc.

Digital Government

List of Online Services Available:

Appointments:

- Learner's Permit Test
- Road Test
- Milford DMV Express office (for license renewals)
- North Haven DMV Express office (for license renewals)
- Stamford DMV Express office (for license renewals)

App:

- Download DMV Mobile App

Businesses:

- Commercial Vehicle Credential System
- Dealer/Repairer License Renewal
- International Registration Plan (IRP) Payments
- Lien Status Inquiry (Sign Up Required)
- Tower Inquiry Portal

License Services:

- Driver's License Suspension Payments
- Check Driver's License Status
- Commercial Driver Self-Certification
- Pay Infraction Ticket (links to Judicial Branch website)
- Track License/ID Delivery Status
- Child Safety Class Registration

Customer Preferences:

- Submit E-Mail for Future Official Notifications:

- Sign-Up for official notifications (such as a registration renewal notice.)

Vehicle Services:

- Cancel Registration and License Plates
- Check Property Tax, Insurance, Emissions and Other Compliance Issues
- Lookup Registration Status
- Order Special License Plates
- Pay Emissions Test Late Fee
- Renew Registration
- Replace Damaged License Plates
- Reprint Registration Certificate

Voter Registration:

- Register to vote online here (links to Connecticut Secretary of State's office website)

Wait Times at DMV Offices:

- Lookup Wait Time at a DMV Office

Planned Applications

Appointment System:

Description: DMV seeks to deploy a robust, enterprise appointment system accessible to customers via the web or through mobile application. The customers will select the time, location, transaction type and how many transactions (maximum of three) they are seeking to complete. The system will populate available time slots at regular intervals. The customers will make their selection, enter their information and vehicle information (for registration/title services) and receive a confirmation of their reservation with a barcode. Customers will check-in at a self-service kiosk in the office. Once checked in, the customers will be placed at the top of the queue based upon on their appointment and arrival time. All information entered into the appointment system and pre-populate on the system. Saving time and reducing human error. DMV will honor the appointment schedule for 15 minutes and if they arrive after the allotted time, they will be placed in the queue at the next available slot or they can be serviced as a walk-in.

Planned Initiatives:

- Schedule CDL Knowledge Test Appointment- will allow the scheduling and payment of CDL endorsement knowledge tests
- Schedule Public Passenger Endorsement Knowledge Test Appointment- will allow the scheduling and payment of public passenger endorsement knowledge tests

- Schedule Out of State License (Class D) Transfer Appointment- will allow customer from out of state to schedule an appointment to transfer their licenses to Connecticut
- Schedule Skills Road Test (Class D) at Driving School- will allow for customers' road test results for Class D licenses to be electronically recorded and transmitted to DMV

E-Gov: Customer Service Delivery:

Description: DMV seeks to continue to evolve its on-line services that will greatly benefit our customers and allow services to be performed remotely. These types of transactions will provide convenience for our customers and will reduce the demand for Branch service's limited resources and facilities.

Planned Initiatives:

- Self Service Public Passenger Endorsement Credential Application- will allow customers that seek a public passenger endorsement application to electronically check if they are eligible for the endorsement prior to submitting the application to DMV. If applicant is preliminary deemed eligible, the customer can electronically make payment
- Self Service Duplicate E-license transaction- allow customers to self-service for their request to replace a lost or stolen license or non-driver identification card
- Automation and Electronic Transmittal of Learner Permits Test Results to DMV- will allow DMV to receive pass/fail results electronically and will permit the transmittal to DMV's license production vendor without requiring the customer to return to DMV for those that pass the skills test. The system will allow payment for the eight-year license credential.
- IRP E – Registration- will allow customers to self-register for IRP transactions
- Electronic Voter Registration Automated Capture and Transmittal to the Secretary of State's Office- will allow electronic capture and transmittal of DMV customers' motor voter registration directly to the Secretary of the State's Office. In addition to the electronic motor voter functionality, DMV will provide an upgrade to its current and older technology for payment processing.
- Electronic CS-1- will allow an electronic form to be transmitted to DMV by licensed driving schools to comply with the certification that a driver education student meets the law for driver education requirements
- Automation and secured electronic transmittal of driving history records for state agency and municipal government requests- will allow for state agencies and municipalities to receive driving history records in an automated fashion
- Automation and secured electronic transmission of driving history records for out of state law enforcement requests- will allow for out of state law enforcement entities to receive driving history records in an automated fashion

- Employee Notification System (Driving History Records)-will allow for authorized employers/users to proactively receive conviction-related information for their employees/drivers.
- Phase II and III of Customer Contact Center Strategy – Implement new Interactive Voice Response (IVR) capability that enables self-service transactions; Expand multi-channel access points for customers, to include Text and Chat capabilities; Select and implement.
- Allow vessel registrations via the On-line Dealer System.
- Allow vessel renewals via DMV internet.
- Renewal of registrations by DMV business partners.
- Allow registration of commercial vehicles via the On-Line Dealer System.

Know Before You Go

Description: This is an effort to prepare our customers prior to them visiting our office ensuring a successful visit. The project will include a wizard which will ask a series of questions and have prompts leading the customer through the transaction type they seek to complete. The system will be designed to identify specific documents and provide only the necessary information needed for our customer to complete the desired transaction. A populated list of documents will be generated based upon the customer's specifics answers. The customers will have the ability to invoke a capture solution to upload images and communicate with the customer through email or text, ensuring the customer success the first time. Email and text confirmation will be provided which includes QR (code generator) barcode and instructions on the next steps. Once at the DMV, the customer will be given a service ticket that will place them at the top of the queue for service. The QR barcode will be scanned by the examiner and all documents and data will be electronically uploaded into the host system thus streamlining and speeding up the process.

Planned Initiatives

Know Before You Go (web content wizards and Chatbot)-will allow customers to use web tools to provide variable information to the customer based upon their specific transactions and needs.

Real ID Verified

License and non-driver identification cards

Registration transactions

Title services

Disability Placards

Digitization of Agency Work

Description: DMV seeks to modernize its systems and to digitize its paper-based work processes to provide better customer service, ease of transaction for staff, and newer technologies for the ease of maintenance and to reduce key critical dependencies (for older software) on a limited number of IT staff.

Planned Initiatives

Replacement of the Administrative Hearing Unit's System- will provide for the replacement of AHU's system (that is end of life and is critical source of failure with limited IT staff knowledgeable in the older software).

Replacement of the Administrative Per Se System- will provide for the replacement of APS system (that is end of life and is critical source of failure with limited IT staff knowledgeable in the older software).

Customer Relationship Management (CRM) tool that creates single customer profile which will enable a more comprehensive view of the customer. This will allow DMV staff to capture discussions between DMV staff and the customers and provide a historical picture of the customer and the service needs.

Deployment of an enterprise scanning solution with workflow management queuing that will digital send work to authorized staff to proceed with the daily work responsibilities. The digitization of this service will also allow for monitoring or work and for DMV supervisory staff to reroute work to available resources, thereby providing more timely transaction response for our customers.

Data Strategy

Description: This effort will enable DMV to achieve a single view of the customer. DMV will establish a centralized customer profile repository that shall be leveraged as the authoritative customer data source for all DMV information management systems. Currently, each DMV information management system maintains independent customer profiles. Once established, the centralized repository will significantly increase the data consistency, reduce data errors, save time for DMV staff and improve the customer experience by the need to enter customer profile data into multiple systems. Additionally, the foundational infrastructure and business processes established to support this effort will be leveraged to address identified data quality issues thought out the agency. The creation of the unique customer will permit more e-service transactions by ensuring that the customer performing the transaction is the appropriate person seeking the services. Lastly, the creation of the unique DMV customer will further

Governor Lamont's directive to state agencies in creating more digitized services across all of the state agencies and not just DMV.

Planned Initiatives

DMV Data Cleansing- This effort will seek to deploy an ETL tool to allow for the profiling, standardizing and analyzing of disparate and silo customer data to provide a legacy cleansing and a point forward synchronization of DMV customer data to prevent future data discrepancies.

- CIVLS Customer Merge Process – Enhance the CIVLS application to provide the functionality to be able to merge customer records where appropriate.

Compliance with Mandates

- Description: DMV must comply with all new legislative mandated laws, both federal and state As an Executive agency, DMV is responsible for administration and implementation of all motor-vehicle-related laws.

Planned Initiatives

- Programming a three-year registration duration and an eight year license/non-driver identification card duration
- Programming of various other legislative mandates (class registration plates and fee configurations, etc.)

Infrastructure Upgrades/Deployments

- Description: In order for DMV to continue with its efforts to ensure that the technologies support the business needs and remain operationally efficient, IT successfully deployed the following initiatives:

Completed/Planned Initiatives

- IT infrastructure upgrades:
  - DMV's IT infrastructure was upgraded with the latest hardware and software components which provides the flexibility and scalability necessary for future IT initiatives. We now support the latest Server virtualization technology available in the industry allowing us to rapidly and seamlessly deploy new technologies. Additionally, IT has upgraded DMV to WIN 10.
  - A Virtual Desktop Infrastructure (VDI) is being deployed that brings to the table centralized desktop administration, which translates to a tremendous cost savings both from a hardware and personnel prospective. This VDI implementation will allow us to provide immediate and seamless professional desktop support to our end users.

FY 2020 Technology Budget

Type	FY2020 STF Budget Not Enacted	Federal Grants	CVISN Bonding	Unified Communications Project (Customer Contact Center)	Automated Voter Registration Project	CVILS Central Issuance and Modernization Programs	Total
Hardware Maintenance	$ 68,589						
Software License & Rental	$ 301,709						
Consultants	$ 1,207,957						
Subscriptions Software Maint & Support	$ 640,060						
Telecom & Data	$ 633,170						
Total Funding:	$ 2,851,485	$ 1,931,766	$2,631,819	$ 124,904	$ 2,330,078	$ 16,056,787	$25,926,839

FY2020 Technology Major Expenditure

DMV expects to process the following purchase orders and expenditures in FY2020. Where funding allows expenditures will extend past FY2020.

$68,589 STF for hardware and associated maintenance

$301,709 STF for software and license rental

$1,207,957 STF for IT and ancillary consultants

$640,060 STF for subscription of software and maintenance support

$633,170 STF for DAS/BEST telecommunications services

$1,931,766 for FMCSA - CDL and CVSN Improvements IT components

$2,631,819 for CVISN - Commercial Vehicle System Upgrade - Celtic IRP

$124,904 for VOIP Call Center - Unified Communications Project (Phase I & II)

$2,330,078 for Automated Voter Registration Project

$16,056,787 for CVILS, Central Issuance and Modernization Programs

Note: Amounts are unencumbered balances as of 7/2/19 and subject to change.

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.
- Support Governor Lamont's desire to support a digital government, which enables us to match service delivery efforts to how our citizens are expecting to consume them.

Technology Strategy

- The Department of Public Health continues to implement secure network environment by introducing 802.1x authentication via Cisco ISE.
- Continue to refresh the remaining 250 windows 7 desktops and laptops with Windows 10 Operating System.
- Continue to provide assistance with technical support, which also includes 802.1x authentication, to the new Office of Health Strategy (OHS) Agency.
- Partner with DAS BEST to implement a robust Business Continuity/Disaster Recovery specifically for the Tumor Registry program; this will include functionality at offsite locations until restoration occurs.
- Collaborate with DAS BEST to plan and implement Office 365.
- Continue the conversion and consolidation of local applications to a 2 tier DPH hosted environment based on MS-SQL databases and .NET applications, Promote Increasing the use of Teleric development tools to allow rapid deployment into this environment.
- Implement disaster recovery by doubling data backup and restoration capacity of all DPH hosted servers and their applications to an alternate location in order to enhance our disaster recovery and to prevent growing threats of ransomware attacks.
- Improve internal agency security by implementing a next generation Intrusion Prevention System (IPS) network security appliance.
- Improve Asset Inventory with BMC FootPrints Inventory Manager.
- DPH recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm
- Convert laptops to Microsoft Bitlocker encryption in place of McAfee Endpoint.
- Upgrade VMWare infrastructure environment to version 6.7. on our server.

Technology Achievements

- The Department of Public Health completed the development of a robust virtualized Windows 2016 environment to meet the growing demands of our agency. Currently we have 130+ virtual servers on the VMWare environment.
- Migrated over half of the agency Microsoft Windows Server 2008 to Microsoft Windows Server 2016.
- Upgraded the Horizon LIMS program from version 11 to Version 12. This is a significant architectural Change migrating to a .NET Infrastructure requiring significant customization and in-house development.
- Completed refresh of over 200 desktops with windows 10 and monitors in the PC refresh initiative.
- Migrated several WIC local agencies to Comcast cable for faster connectivity with secure VPN to increase productivity by cutting down on latency.
- Migrated all WIC laptops to Windows 10 and implemented Bitlocker security in place of MacAfee Endpoint.
- Increased wide area network bandwidth at the Rocky Hill Lab through the use of ASE service to 150MB.
- Completed technology improvements to the DPH Command Center which includes deployment of VDI's.
- Upgraded VMWare VSPhere ESXi to version 6.5.
- CT WiZ is the statewide Immunization Information System (IIS) designed to meet national standard requirements for effective tracking and administration of immunizations in a public health setting. It is a web-based database that maintains complete, accurate, and secure immunization records for all Connecticut children. So far, we have, 9 EHR (Electronic Health Records), 13 UI (User Interface) Clinics in CT WiZ.
- Rolled out the Tumor Registry HL-7 collection of e-path records directly from Hospital base registries. Completed migration of all CT hospitals to this electronic reporting system.
- GIS mapping application, completed upgrade and conversion to Enterprise GIS for DPH, eliminating local workstation installations

Digital Government

List of Online Services Available:

- A public portal to access the official immunization certificate has been completed. With this new portal, public can query and download their immunization certificates.
- FLIS: Implement a web-based Incident management site that provides immediate alerting to on call personnel and follow-up tracking. This will be structured so that it

could be adopted for any mandated alerting events across the state. (Heath facility Events, Water incidents, etc.)

- FLIS: Implement a web-based tracking system for State of Connecticut violation Plan of corrections. Similar to the current federal system.

List of Online Services Requested by Constituents:

- Asthma School Survey: Developing a new web portal to collect data from schools for the Asthma program. Currently now all the data from schools are received by email, fax and other manual paper process which then entered in an access database. This new portal will transfer the legacy access data to a SQL database and a public facing portal to collect the data from schools.

License Workgroup (LCW) Sub Committee:

Pursuant to Special Act 17-21, which directed a Lean process to streamline and standardize the process by which certain types of facilities are licensed by state agencies, a subcommittee, Medication Administration Certification Work Group, ("Work Group") was convened to review and revise the currently existing processes by which the Department of Children and Families (DCF), Department of Developmental Services (DDS) and/or the Department of Public Health (DPH) ("Agencies") train and certify unlicensed personnel who assist with medication administration in the aforementioned facilities. Upwards of 7,000 individuals are trained and certified annually across all 3 state agencies.

The current process does not allow reciprocity across the state agencies, but rather requires that such employee be trained and certified within each individual state agency. The partnership proposes the development of the following goals which notably will lead to a competent and safe work force and quality outcomes:

- Standardizing the process and curriculum for medication administration training and certification;
- One point of medication administration certification training registration;
- Standardization of select policies and procedures across all three agencies;
- Development of an automated training program that could be accessed in a web-based system;
- Reciprocity, recognizing that individuals are often dually employed, facilitating employment and training across agencies; and Development of a central registry that could be accessed by all three agencies that would track certification status of individual's certified to participate in medication administration.

List of Online Services Planned to be made available:

- Abortion Data Submission Portal: An online web portal for collecting Abortion Data from hospitals, free standing clinics and MD Offices. First phase of this project is to go live with internal DPH users accessing the application. Second phase is to open up this online web portal to outside users.
- Reportable Events for Behavioral Health and Substance Abuse Facilities: Integrating Electronic Reporting of incidents by Behavioral and Substance Abuse facilities (Substance Abuse Care, Psychiatric Outpatient Clinics, Mental Health Residential Living, Mental Health Intermediate Treatment Facilities, Mental Health Day Treatment Facilities, Mental Health Community Residence) to DPH FLIS Events web portal. Approximately 600 clinics needs to be on boarded to this electronic reporting website which are currently faxing the reportable events.
- Immunization Public Portal: Works are under way to collect legacy data from the existing and new onboarding clinics so public portal have full immunization records. Expected to Go-Live by end of 2019.
- Preparedness: Complete Implement a statewide Volunteer EMS registry and emergency professional dispatch application. This has been purchased thru SaaS contract, been configured and is in staging, go live is planned for November 2019.

Planned Applications

iQIES (Internet Quality Improvement and Evaluation System): iQIES will replace the legacy systems (QIES, CASPER, and ASPEN) with one integrated, Internet-facing, cloud-based system. The existing legacy systems functionality are being consolidated into a single system, the new Internet Quality Improvement and Evaluation System (iQIES). Users (Providers and State Survey Agency) will no longer require a virtual private network (VPN) or CMSNet to access this system. iQIES is Internet-facing and maintains the latest system architecture and security standards. System enhancements will support a flexible and user-friendly data reports system for providers, allowing for greater ease in using real-time data for care planning and quality monitoring and improvement purposes. Users will be able to access important information for work anywhere, at any time, on mobile devices, laptops, and tablets due to built-in adaptability with increased accessibility.

HIV - Build the technology required to allow DPH to assume the client management of HIV Clients by supporting appropriate applications. This will involve implementing the CareWare application; to be hosted at BEST, and the CADAP drug reimbursement program hosted with 3rd party support of Magellan.

FY 20 Technology Budget

Outline plan for technology spend from all sources.

Hardware

CISCO switch refresh	$450,000
Desktops (replacement)	$100,000
Annual maintenance and support	$100,000
Laptops (replacement)	$30,000

Software

Annual maintenance, support and new purchases	$100,000

Services

EPlus Engineering services for VMWare and CISCO switches	$20,000
Subscriptions	
Telecom and Data	$35,000

<u>FY 20 Technology Major Expenditures</u>

List all planned agency technology expenditures in excess of $100K: (mostly grant funded)

Magellan HIV client management	$750,000
Tallan HIV integration and Business Intelligence	$750,000
Maven Surveillance hosting (ongoing Maintenance)	$350,000
LIMS and Oracle (development and ongoing maintenance)	$350,000
Death Registry implementation and conversion	$3,000,000
WIC (Maintenance and enhancements)	$500,000

Department of Rehabilitation Services

Mission

The mission of the Department of Rehabilitation Services (DORS) is - Maximizing opportunities for the independence and well-being of people with disabilities and older adults in Connecticut. 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 several federal programs and grants, each with a common thread of serving individuals with disabilities.

Technology Strategy

DORS IT aims to provide the agency with modern, secure and reliable technologies to meet the growing in house demands and the requirements of Governor Lamont's Streamlining Digital Services Initiative. We will continue to improve service delivery using existing tools and adding new methodologies. Infrastructure, including servers, applications, telecommunications network, security and monitoring will be redesigned and upgraded to current, more secure standards. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

Technology Achievements

- Procured new hardware and software to meet agency operating needs and employee requirements
- Migrated old legacy application for the Long-Term Care Ombudsman Program to new platform
- Provided Proof of Concept to Workers' Compensation Commission for Sybase migration from HP UX system to Windows platform
- Upgraded imaging software - virtual and backup platforms.
- Updated network switches to more secure, Defense Information Systems Agency (DISA) based configuration
- Migrated Windows Servers to newer Windows Server 2016 and SQL 2016 versions
- Replaced outdated phone systems for three regional locations
- Implemented a new solution for field staff to access legacy application
- Combined separate agency websites into a single DORS website, using ct.gov portal software and format

Digital Government

List of Online Services Available:

- State websites: www.ct.gov/dors 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/DORS_CT, and www.linkedin.com/pub/brs-ct/85/a23/1b7

List of Online Services Requested by Constituents:

- Ability to apply online for Vocational Rehabilitation Program services
- Ability to learn about agency services and obtain access to available resources
- Use of online video communication options

List of Online Services Planned to be made available: N/A

Planned Applications

- In addition to working on several ongoing projects, DORS IT also plans to:
- Collaborate with DAS-BEST in the deployment of Microsoft 365 technology for the agency's new laptops and desktops
- Build an application development platform architecture, to support development and production environments with version controls
- Increase employee's ability to work from anywhere, to meet agency operating and consumer needs and comply with statewide initiative to telework
- Update platform for existing Case Management Systems
- Upgrade agency servers and storage infrastructure to support agency operating needs and disaster recovery plans
- Explore options to incorporate DAS/BEST Microsoft's System Center Configuration Manager (SCCM) platform to streamline and manage our desktop support
- Optimize performance of hardware and software resources
- Conduct incremental, table-top exercises for disaster recovery planning and readiness purposes
- Convert all IIS7 and SQL based applications to .Net platform

FY 2020 Technology Budget

Plan for technology spend from all sources:

Hardware - Server and Storage Upgrades and Security Appliance ($300,000)

Software – Server Operating Systems and Software Applications ($300,000)

IT Consultant Services ($50,000)

Hardware/Software Maintenance and Support ($200,000)

IT training ($30,000)

FY 2020 Technology Major Expenditures

Planned agency technology expenditures in excess of $100,000:

Upgrade server database and storage infrastructure

Set up remote location for disaster recovery purposes

Upgrade Windows server operating systems and software

Maintenance and support of agency Case Management Systems

Maintenance and support for existing hardware and software applications

Department of Revenue Services

Mission

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

As a data- and technology-driven enterprise, DRS applies a systems approach that aligns technological improvement with our business objectives and processes. DRS pursues an integrated, dynamic information management and communication strategy that:

- supports effective research, planning and resource allocation;
- securely and timely informs and assists taxpayers;
- prioritizes automation that cuts manual processing;
- reduces fraud;
- targets smart collection of state taxes administered;
- enhances communication, training and teamwork for employees; and
- provides core management analytics, key performance indicators and benchmarking.

DRS is transitioning from its existing legacy system due to high maintenance outlays, end-of-life status, inflexibility, costly reprogramming and lack of efficient integration. The DRS technology strategy is built on a transition to CTax, a modernization initiative that will create a new, safe and secure tax administration environment defined by integration, streamlined service to taxpayers, and flexible adaptation to tax changes.

Additional technology expectations include:

- continued transition to paperless, automated processing and reporting that will free up resources for taxpayer services and collections;
- real-time information sharing, data mining and outcome tracking that is secure, accurate and accessible in the office, in the field and at home;
- user-friendly and real time online and on phone taxpayer information and taxpayer services that maximize voluntary compliance and combat fraud; and
- work flow enhancements that reduce processing and hand-offs, 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/PropertyCntl/chapter07.htm

Technology Achievements

- Symantec Data Loss Prevention upgrade to version 14.
- Enterprise Content Management (ECM) forms implementation
- Conversion of all image files from legacy platforms to the new ECM platform.
- "CT Fresh Start" collection initiative with dedicated website (closed November 2018)
- System Center Configuration Manager implementation to maintain compliance of software versions, licensing and patching across all Windows platforms in accordance with agency policies.
- Successful migration of agency internet site to new CT.gov portal.

E-Government

Online services available:

- Taxpayer Service Center (TSC)
- Self-service payment plan application and approval
- Refund validation quiz
- Tax calculators
- Fillable and downloadable tax forms
- Electronic filing for real estate conveyance tax
- Self-service for tax status letter requests
- Taxpayer publications and guidance
- Paid Preparer e-License
- Business tax help presentations
- Home page Latest News feed, e-Alerts and social media deployment

Online services requested by constituents:

- Taxpayer tutorials
- Taxpayer service chat capacity
- Enhanced website navigation
- Mobile applications

Online services planned to be made available:

- CTax: Phase 1 rollout (completion) and Phase 2 rollout (partial completion)
- Upgrade agency desktops from Windows 7 to Windows 10
- Continue build out of fail-over platforms for critical processing systems at Springfield Data Center
- Plan and research Cloud services
- Migrate agency e-mail system to M365 Exchange Cloud with DAS/BEST
- Migrate agency intranet to SharePoint platform

FY2020 Technology Budget

Hardware

- Server replacements (normal replacement cycle) $233,280
- Storage replacement (Groton & Springfield) $627,302
- SIEM & Syslog Enterprise Monitoring System $204,517
- Backup appliance replacement (GDC & SDC) $130,000
- Desktops (normal replacement cycle, 100) $75,200
- Laptops / Tablets- (normal replacement cycle, 50) $90,950

Software

- N/A

Subscriptions

- N/A

Telecom and Data

- N/A

CTax

- Phase 1 rollout (completion); Phase 2 (partial) $10,650,000

Total ***$12,011,249***

FY2020 Technology Major Expenditures

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

Department of Social Services

Mission

We, along with our partners, provide person-centered programs and services to enhance the well-being of individuals, families and communities.

Technology Strategy

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

DSS Technology vision. DSS IT Division and Programs (the business) will work together to implement business technology solutions that will allow us to more effectively provide services. We recognize this is an ongoing process that requires continually improving the capabilities. 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.

DSS Vision. Guided by our shared belief in human potential, we envision a Connecticut where all have the opportunity to be healthy, secure, and thriving.

DSS Goals: DSS has some aspirational goals, we seek to:

- Drive decision-making, collaboration and service-coordination through enhanced use of data to improve services.
- Improve access to health and human services to enable our customers to gain independence, enhance health and achieve well-being.
- Instill public trust by continuously improving the way we administer programs, manage our resources and operate our infrastructure.

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

- To implement approved business information technology projects for HHS Shared Services.
- To develop standards on how we use data.
- To develop a method to prioritize and align IT infrastructure projects and new business technology projects.
- To continue to improve the IT organizational structure.
- 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/PropertyCntl/chapter07.htm

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 – Integrated Eligibility System (IES).
  - The initial DDI phase of the project has been completed with the project moving into maintenance and operations.
  - DSS has submitted request for funding to CMS and FNS for IES Optimization (enhancements to ImpaCT).
- Shared Services project planning documents and funding were approved by CMS, FNS, and IT capital Bond committee.
  - Child Care (Care 4 Kids) system was incorporated in the existing ImpaCT system eliminating the standalone Care 4 Kids system.
  - Implemented Project/Portfolio management (CA Clarity) and Agile project (CA Rally) software
- Balance Incentive Program (BIP)
  - Implementation was completed and close out approval was received from CMS.
- CT METS – Connecticut Medicaid Enterprise Technology System (MMIS replacement)
  - Federal funding was approved from Federal partners.
  - Project initiated.
  - IV&V vendor, Organizational Change Management (OCM), and QA vendor selections are in-process.
- Child Support Services System - CCSES
  - Federal funding was approved from Federal partners.
  - Project initiated.
  - IV&V vendor, System Integrator, and QA vendor selections are in-process.
- Enterprise Provider Registry (EPR)
  - Project implemented, additional phases are pending.

Project Notify – Issuing Alerts/notices based on ADT feeds from Hospitals was implemented.

Business Intelligence – Aggregation of disparate data sources with a focus on analysis (descriptive, predictive, and prescriptive) and visualization of the data.

- Medicaid Dashboards – Implemented Medicaid Dashboards for public access on the DSS Portal.

Medicaid Health Information Exchange – Implemented the Medicaid HIE Node.

Enterprise Master Person Index (Phase 2) – The EMPI was expanded to incorporate additional information pertaining to the Individuals and prepare for onboarding other agencies.

Digital Government

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

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

List of Online Services Planned to be made available:

- Online Periodic Review Form for SNAP
- SNAP Mobile Platform (Phase 1 of Mobile)
- Integrated Mobile Platform (Phase 2, include DSS other services)

Planned Applications

- CT METS – Connecticut Medicaid Enterprise Technology System (MMIS replacement)
  - Complete selection and on-boarding IV&V, Organizational Change Management (OCM), QA, and System integrator vendors.
  - Begin design and development.
- Child Support Services System - CCSES
  - Complete selection and on-boarding of IV&V, System Integrator, and QA vendors.
  - Begin design and development.
- Shared Services – Shared services initiative will result in a modular, integrated platform of technology across the eligibility and enrollment process for the State's

HHS agencies serving the citizens of Connecticut. Shared Service activities for this fiscal yare includes:

- Migrate the Enterprise Development and System Integrated Testing (SIT) environments to the Cloud.
- Consolidated Rules Engine, Medicaid MAGI and non-MAGI rules and functionality
- Mobile Application Platform
- Customer Relationship Management (CRM) system
- Notice Engine
- Shared Services Governance

- IES Optimization (enhancements to ImpaCT).
  - Planned activities consist of two distinct areas of focus. The first being aligned to needed functionality focusing on Business and Consumer Priority modifications and changes that greatly enhance the interaction and efficiencies of our stakeholders and staff. The second area of focus is distinctively around Tier 1 MAGI eligibility determinations, associated updates, improved interface efficiencies, and expanded interoperability between the HIX and ImpaCT platforms.
- Department wide PC refresh that includes an upgrade to Windows 10 and Office 365.

FY 2020 Technology Budget

Outline a plan for technology spend from all sources:

- Funding will come from a number of areas including:
  - Federal Partners (CMS, FNS, ACF, and others)
  - IT Bond funds that have been approved.
  - DSS Operating Expenses (OE)
- Funding for the following projects has been approved, these projects will go beyond SFY 2020
  - CT METS – Connecticut Medicaid Enterprise Technology System (MMIS replacement) $ 53,182,275
  - Child Support Services System - CCSES $ 68,895,702
  - Shared Services $122,915,065
  - IES Optimization (enhancements to ImpaCT) $ 16,155,270

FY 2020 Technology Major Expenditures

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

- Hardware
  - PC Refresh – Desktops $1,314,860
  - PC Refresh – Laptops $ 200,000
  - HP Nimble SAN Additional Storage $ 450,000
  - Regional Offices Telephone System Replacement $ 445,000
  - WAP $ 150,000
  - Telecom - IVR Infrastructure Servers $ 120,000
  - Telecom – IVR Upgrade Project $2,330,000
  - Regional Offices – 3 New Security Systems $ 450,000
- Software
  - IBM ESSO $3,747,442
  - Adobe $ 469,234
  - New Relic $ 202,227
  - Corticon Rules Engine $ 338,944
  - NextGate $ 400,000
  - Provider Registry Maintenance $ 395,000
  - EMPI Maintenance $ 505.000
  - Asset Verification System $ 432,000
- Services (consulting)
  - IT consulting $ 5,844,029
  - Enterprise Operations and Maintenance $15,447,681
- Subscriptions
  - Office 365
- Telecom and Data
  - Connect IVR Support $ 428,700
- Access Health
  - Non-Call Center Support – IT $5,542,116

Department of Transportation

Mission

The mission of the Connecticut Department of Transportation is to provide a safe and efficient intermodal transportation network that improves the quality of life and promotes economic vitality for the State and the region.

Technology Strategy

The DOT Information Technology Strategic Plan (ITSP) outlines deliberate steps to support with technology the Connecticut Department of Transportation business operations and improve the security of the information technology infrastructure. The ITSP plan will guide the efforts to provide scalable, efficient, and cost-effective technology solutions that enables continuous support to business operations, projects, LEAN initiatives, technical initiatives, and secure access to the Agency's data from any place at any time.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

Technology Achievements

Configuration of the DOT Azure environment to support new cloud base applications

Security implementation of routed firewall in DOT tenant Azure environment

Migration of the Agency's internal data wireless network to a new robust and secure infrastructure

Cisco Identity Service Engine (802.1x) security implementation for DOT Wireless networks and AT&T Cellular CCS (mobile device)

LAN performance upgrade – Replacement of LAN core switch with 40GB per port uplink capacity

Server access switch performance upgrade – New Nexus 5K access switches were installed in the distribution tier to take advantage of the new LAN Core 40Gb uplink capacity

Ongoing implementation of NAZTEC IP based solution for Highway Operations with the eventual goal of replacing all dialup-based intersection controllers with this new IP cellular solution

Implementation of a secured wireless network specifically for state issued Meraki enrolled iPad's and Android phones

All headquarters access switches were replaced to accommodate the speed and POE requirements of the agencies VoIP initiative

DOT Motor Pool facility was transitioned from a slow wireless bridge connection to a more reliable 1GB fiber optic connection

Completed transition of all OSA (Outside State Agency) controlled fuel islands from dialup FMU to IP based FMU for Fuel Management unit

Successfully completed business requirements, design phase and development of the Grant Application for Highway Safety division. Testing phase is in process

Successfully completed business requirements, design phase and development of the Travel Authorization System. Testing phase is in process

Successfully completed business requirements and design phase of the Signs and Attractions system

Successfully completed business requirements and design phase of the Disadvantaged Business Enterprise (DBE) system

Solved and closed 8,833 helpdesk tickets related to the support of production infrastructure and production applications

Digital Government

List of Online Services Available:

SUPERLOAD Oversize/Overweight Online Permitting System

CT Travel Smart Traffic Cameras

Planned Applications

Signs and Attractions System:

Development a system that will allow companies to apply online for Highway signs for LOGO and Attractions. The Connecticut Department of Transportation's Division of Traffic Engineering has two signing programs, which allow business identification and directional information signage on limited access highways throughout the state. The applicant will be able to:

Apply On-Line for the Application (Logo, Attractions)

Submit the Application online

Print copy of the application

Submit Shop Drawings thru “Upload Process”

Upload required documents by DOT

Review General Information and Instructions for the Application’s

View list of Qualified Exchanges thru the system

View Custom Logo Design Guidelines

Receive Pre-Approval letter thru the system

Receive Pre-Denial letter thru the system

Create an ID and Password to access the system

Make changes to their Business Information

View all uploaded documents

Disadvantage Business Enterprise/Airport Concessions (DBE/ACDBE) System:

Develop a system to allow DOT personnel to perform the following business processes, to review, process, communicate, deny and approve all applications submitted to the DOT for DBE/ACDBE acceptance.

Create user account, to access and submit application for DBE/ACDBE

Approve or Deny user account access

Complete a new DBE/ACDBE application for acceptance into the State Of Connecticut program (In-State Firms)

Complete a new DBE/ACDBE application for acceptance into the State Of Connecticut program (Out of State Firms)

Capability to upload all documents and forms required by the program to be considered for acceptance by DOT

Recording mechanism to track DBE Certification interviews by DOT, Contract Compliance personnel

Recording mechanism to track On-Site visits by DOT, Contract Compliance personnel

Mechanism, to notify firms 30 days prior to their yearly renewal date to complete No Change Affidavits and upload docs

Give the firms the ability to voluntary remove themselves from the DBE program

Provide a "Hearing and Appeals" process for firms when needed

Approve and Deny acceptance into the DBE programs, provide the written notice of their decisions

Each company needs to reaffirm the certification of the DBE program on a yearly basis

FY 2020 Technology Budget

Approved DOT IT Operation budget for FY20

DESCRIPTION	BUDGET
IT Consultant Services	$40,000
IT Data Services	$65,000
IT Hardware Maint & Support	$255,000
IT Software Licenses/Rental	$1,562,393
IT Software Maint & Support	$295,000
Cellular Communication Services	$100,000
Internet Services	$18,000
Telephone Repair & Maintenance	$13,000
Telephone Installation	$1,000
Local/Long Distance Telecomm Services	$470,929
Television/Cable Services	$44,500
IT Supplies	$35,000
General Office Supplies	$2,000
Minor Equipment	$30,500

FY'2020 Technology Major Expenditures

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

Replacement of end of life network, storage and server hardware.

Replacement of end of life desktop computers.

Software licenses to support GIS, Business Intelligence and Data Integration.

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 Sgt John L. Levitow Healthcare Center (HCC) and the Residential and Rehabilitative Program at the Connecticut Veterans campus in Rocky Hill. Finally, DVA honors Connecticut Veterans and eligible dependents through its Cemeteries and Memorial Services Programs.

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:

- Learning Management Software for Staff and Volunteer Training
- Modernizing DVA digital information platforms
- Upgrade the State Veterans Cemetery MAN network
- Ensuring IT needs are meet for the Sgt John L. Levitow Healthcare Center Skilled Nursing License environment
- Migrate to the Microsoft O365 enterprise environment
- Finalize migration of BEST supported servers/services to the Groton Data Center

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

Technology Achievements

- Finalized Implementation of the Electronic Medical Records System
- Migrated DVAs domain to the Enterprise Executive domain
- Migrated the on-campus phone system to the Enterprise service
- Facility Use Requests available on line for processing

Digital Government

List of Online Services Available:

- Electronic Donations
- Volunteer applications
- Facility Use Requests

Mobile App

- Crisis Assistance by Phone, Text Message and Online Chat
- Veterans Benefits and Services
- Healthcare and Hospitals
- Housing
- Business and Jobs
- Supporting a Veteran
- Flag Status
- Connecting with DVA on Social Media

List of Online Services Requested by Constituents:

- Online processing of all agency service applications
- Online availability of DD214s
- Security of online available information/data

List of Online Services Planned to be made available:

- Sgt John L. Levitow Healthcare Center and Residential Program admissions application
- CT Wartime Service Medals
- Drivers Licenses Flags Approval
- Veteran-owned Micro-Businesses Certification

Planned Applications

Review of next generation electronic healthcare records management programs subject to hiring an ITA-1

FY 2020 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware-Upgrade network equipment and cabling where required and end of life cycle replacement of end user devices.
- Software-Ongoing software support and maintenance renewals
- Services (consulting)- Consulting services applicable to the electronic healthcare records management system programs
- Subscriptions-Renewal of current subscription-based services
- Telecom and Data-Study capacities and review applicable upgrade options

FY 2020 Technology Major Expenditures

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

- Electronic access control to all data closets to ensure proper regulatory compliance and auditing capability
- Campus wide wireless initiative
- Campus wide fiber upgrade

State of Connecticut
IT Strategic Plan for Fiscal Year 2020

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 enforc1041ement 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/PropertyCntl/chapter07.htm

Technology Achievements

- On-going digitization and deployment of Sharepoint for Capital Murder investigations and appeals.
- Upgrade and migration of most of the agency servers on Microsoft Windows Server 2012 R2 to Microsoft Windows Server 2016. Deployed a Commvault solution for Enterprise backup.
- Working with the Governance Steering Committee, Advisory Committee, and vendor Journal Technologies to complete the design and configuration of the Warrant, Adult Criminal case, and Juvenile case in the new eProsecutor Case Management system.
- Mapped the data and began development of the interface between DCJ's Case Management system and the CJIS CISS system. This includes the development of a Staging environment for the data exchanges between the systems.
- Created a Windows 10 image utilizing the Microsoft Deployment Toolkit. This was in preparation for the migration from Windows 7 and Office 2010 to Windows 10 and Office 2016 on new computers.
- Configured and deployed an Evidence.com video solution for the Hartford, New Haven, and Fairfield Judicial Districts.
- Migrated the DCJ website to the new Sitecore platform.

Digital Government

List of Online Services Available:

The Division of Criminal Justice does not currently provide any online services.

- 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.

List of Online Services Requested by Constituents:

- The Division of Criminal Justice has no current requests for online services from constituents.

List of Online Services Planned to be made available:

- The Division has contracted with Journal Technologies for an agency portal. This portal would provide case discovery to public defenders and defense attorneys statewide.

Planned Applications

- DCJ will be participating in the CJIS CISS system Model Office deployment in Middletown in the fourth quarter of this year.
- The agency will be implementing 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.
- Deployment of the Evidence.com video solution to other DCJ Judicial Districts throughout the state.
- Deployment of the Case Discovery Portal

FY'2020 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware $1,754,866
- Software $1,127,398
- Services (consulting) $1,024,360
- Subscriptions $ 181,184
- Telecom and Data $ 121,460

FY'2020 Technology Major Expenditures

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

- Desktop Replacements $1,134,386
- Laptop Replacements $ 240,972
- Printer Replacements $ 198,687
- Scanner Purchases $ 141,860
- JTI EProsecutor Licenses $ 990,000
- JTI Case Management System Services $ 739,000
- Consulting Services for CMS $ 200,000
- Westlaw Access $ 100,000

State of Connecticut
IT Strategic Plan for Fiscal Year 2020

Freedom of Information Commission

Mission

The Freedom of Information Commission's mission is to administer and enforce the provisions of the Connecticut Freedom of Information Act, and to thereby ensure citizen access to the records and meetings of public agencies in the State of Connecticut.

Technology Strategy

- This IT strategic plan incorporates our Mission, Vision and Values in determining our priorities for 2020. In order to best serve Connecticut, we will focus our improvement efforts on two areas: Integrate Worldox application into existing Lawbase system and analysis data resources for end users.

The Freedom of Information Commission recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

Technology Achievements

- Updating and Upgrading FOIC Technology, i.e. hardware and software
- Migrated over to the new content management system, Sitecore
- Installed new VOIP Enterprise System
- Migrated old Lawbase system including data into new environment

Digital Government

List of Online Services Available:

- Agency website contains the schedule of contested case hearings, Commission meetings and educational workshops; it also contains links to the Freedom of Information Act and regulations, Commission and Court Decisions, Declaratory Rulings, meeting agendas and minutes, and Commission policies.

List of Online Services Requested by Constituents:

- None noted

List of Online Services Planned to be made available:

- None at this time

Planned Applications

- Integrate Worldox application into existing Lawbase system

FY'2020 Technology Budget

- Hardware $2,000.00 Agency General Fund
- Software $2,000.00 Agency General Fund
- Services $5,000.00 Agency General Fund
- Telecom and Data – none at this time

FY'2020 Technology Major Expenditures

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

- None Noted

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 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/PropertyCntl/chapter07.htm

Technology Achievements

The agency implemented mandatory training via Security Mentor in order to be granted a username/password and granted access to the network. Employees are required to remain current with their training in order to maintain access to the network.

The agency completed its migration to Microsoft Windows 10x64 Professional, significantly improving security measures.

The Military Department has transitioned to the new web portal and made a complete overhaul of its content. There is an increased presence of National Guard elements on the new website to improve customer interaction of the complete array of services provided by the agency.

The New England Disaster Training Center (NEDTC) & Building P130 are now connected to the EXEC domain through the Nutmeg Network. This has improved their connectivity to resources and platforms that are force multipliers for their training environment.

Digital Government

List of Online Services Available:

- Access to National Guard recruiters
- Ability to request National Guard units for community outreach – to include C130 flyovers
- Service Member and Family Support Center Resources
- Access to the Connecticut Guardian
- Military Relief Fund
- Request military records
- Request use of training sites, such as the NEDTC
- Wartime Service Bonus
- Recruitment and information of the Governor's Foot & Horse Guard

List of Online Services Requested by Constituents:

Same services, but with the ability to complete and submit applications online. Currently, request forms are able to be downloaded and either e-mailed, faxed or sent via US Postal Service.

List of Online Services Planned to be made available:

- Military Funeral Honors

Planned Applications

- Applications for the billeting office at Camp Nett
- Conversion to electronic time-sheet submission
- Electronic filing of purchase requests
- Electronic filing of work orders
- Agency seeking to move to Office 365 (Cloud)
- Agency seeking to implement Skype for Business
- Support statewide initiative for telecommuting where appropriate

FY 2020 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware - $12,000.00
- Software - $5,000.00
- Services (consulting) - $1,000.00
- Subscriptions - $3,000.00

- Telecom and Data - $10,000.00

FY 2020 Technology Major Expenditures

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

The agency seeks to apply for funding from the Information Technology Capital Investment Program in partnership with federal funding to achieve the following:

- Establish a Cyber Range at the New England Disaster Training Center (NEDTC) that creates a virtual cyber environment in which personnel can train and prepare against simulated cyber-attacks that target Connecticut IT infrastructure. The Cyber Range would be available for all state agencies and potentially municipal governments, school systems, and quasi-government agencies.
- Connect all state military facilities to the Nutmeg Network. The National Guard's mission to provide public safety during emergency operations requires us to ensure that all facilities have reliable and affordable IT infrastructure in order to quickly disseminate and share vital information.
- Secure wireless capabilities at key installations, Hartford Armory, Camp Niantic, Bradley Air National Guard Base & Windsor Locks Readiness Center is being sought as a means to provide personnel from multiple organizations to securely connect to their respective servers through virtual personal network (VPN) technology.

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 agency is continuing a strategy to build capacity of critical IT systems to enable to Office of Early Childhood to develop a strong internal team to manage IT investments, strategy, maintenance, and enhancements
- Invest in information technology enhancements to increase efficiency in operations
- Improve current data systems to increase the agency's ability to use data to inform and improve policy and administration
- Implement common shared data models and a master data index across all divisions creating a single point of truth for all agency data
- Continue to build IT and data service connections between state agencies for real-time data inquiry
- Maintain current systems with high levels of reliability and safeguards
- Implement programming and data standards including updated encryption methods
- Complete the migration of existing applications from OEC original parent agencies to our new development/hosting 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/PropertyCntl/chapter07.htm

Technology Achievements

- Went into production with the new Care4Kids system using DSS IMPACT shared services.
- Integration of EMPI for Care4Kids data via DSS IMPACT
- With the help of BEST created an end-to-end environment for application development and hosting.
- Created an OEC managed source code repository using Microsoft TFS and commenced the migration and consolidation of all OEC application's code base
- Initial launch of new user-centric OEC web site
- Care4Kids health and safety orientation training available in English and Spanish

Digital Government

Care for Kids (managed by United Way of CT)

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

State Pre-K and Child Development Centers

- Enrollment and reporting into ECIS

211 Child Care (managed by United Way of CT)

- Child Care Provider look-up

Child Care Professional Workforce Registry:

- Electronic account application and role access requests
- Electronic application for Head Teacher, Early Childhood Teacher Credential (ECTC), scholarship assistance
- Database of completed coursework / degrees / certifications / credentials (institution specific) and specialized training to add to user's education and training report
- Program level data including OEC grant funding
- Agreement with NAEYC for proxy education qualifications report
- Registry PER-approved by the National Workforce Registry Alliance (since 2011)
- Different agency access levels
- User and program level reports

Quality Improvement Training and TA System

- Registration for trainings
- Online coursework and trainings

Birth to Three

- SPIDER Birth to Three portal for case management provider payments
- Online referral for Birth to Three Services
- AdHoc Reporting for Birth-to-Three Data
- Training registration (Protraxx)

Licensing

- eLicense license applications and renewals
- Online licensing status lookup of child care and youth camp providers through eLicense

List of Online Services Requested by Constituents:

- Tracking of Care4Kids Current Application Status
- Self-Pre-screen of New Childcare workers prior to Background Check
- Data integration with ECIS from existing educational data systems
- Birth-To-Three Global Reporting
- Birth-To-Three Video Training Modules
- Expanded access to Agency Data
- Mobile Friendly Version of Registry Application
- Spanish Language Version of Registry Application
- Background Check Results into Registry Application
- Use of Qualtrics for all RFP submissions

List of Online Services Planned to be made available:

- Tracking of Care4Kids Current Application Status
- Self-Pre-screen of New Childcare workers prior to Background Check
- Birth-To-Three Global Reporting
- Birth-To-Three Video Training Modules
- Additional e-Licensing Parent portal features including inspection reports (United Way)
- Care4Kids online application for parents
- Program document upload and view for authorized administrative access users
- Non-verified training upload forCare4Kids ongoing professional development monitoring
- Revised technical assistance provider approval and search function
- Use of Qualtrics for all RFP submissions

Planned Applications

- New Background Check System with Portal for Program Administrators
- Rewrite of Birth-to-Three Application
- Single Sign-on Portal for OEC Applications
- Completion of New OEC website
- Continued buildout of Home Visiting and ECE modules within ECIS
- Continued buildout of C4K features within DSS IMPACT
- Mobile Inspections Application for eLicense

FY 2020 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware
  - New Employee computers, Maintenance, Upgrades, VPN $65,000
- Software
  - Microsoft licenses, Specialty Software, Licensed Software Maintenance and Support $15,000
  - IMPACT (Care4Kids) EOM $ 876,000
  - IMPACT maintenance (DSS) $ 135,000
- Services (consulting)
  - ECIS Development consultants $ 300,000
  - United Way IT Services and Subcontracts $???
  - Background Check Development $ 120,000
  - Deloitte (DSS IMPACT C4K Enhancements) $ 1,550,000
  - Skylight $ 4,650,000
  - UCONN????
- Subscriptions
  - Online Data Services (Melissa Data) $ 5,000
- Telecom and Data
  - Phone System $3,500

If you will be seeking pre-approvals of specific planned IT purchases in accordance with the IT Procurement LEAN process improvement activities, please submit a separate detailed list of planned agency purchases.

FY 2020 Technology Major Expenditures

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

- Skylight (Website, ECE, C4K)
- United Way (C4K, 211)
- Deloitte (DSS IMPACT C4K Enhancements)
- Consultants (ECIS, Background Check)
- UCONN

Office of Health Strategy

Mission

The mission of Connecticut's Office of Health Strategy (OHS) is to implement comprehensive, data driven strategies that promote equal access to high quality health care, control costs, and ensure better health for the people of Connecticut.

Technology Strategy

OHS brings together critical data sets, health information technology, and health information exchange efforts and allows for collaboration with many stakeholders, including state agency partners. OHS includes three teams working together: Health Data & Analysis, Health Innovation, and Health Systems Planning. Health Data & Analysis includes the following: Health Information Exchange (HIE); Core Data Analytics Solution (CDAS); All-Payer Claims Database (APCD). The Health Systems Planning Unit includes the following: Hospital Inpatient Discharge Database; Hospital Outpatient Surgery Department and Outpatient Surgical Facility Database; Hospital Reporting System Database; Certificate of Need Database; Healthcare Facilities, Equipment, and Services Inventory; consumer health information website; and electronic health information standards.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

OHS is the sponsoring state agency to build and develop the Health Information Exchange throughout the state. In accordance with feedback from stakeholders, OHS developed a proposal for establishing a "neutral and trusted" nonprofit, nongovernmental entity to deliver necessary health data exchange services for the state. On July 17, 2019, Health Information Alliance, Inc. (HIA, Inc.) was incorporated for this purpose. Prior to this date, OHS incubated a number of key capabilities, including the development of a legal trust framework that enables participating organizations to establish a HIPAA Business Associate relationship with the HIE Entity that will enable rapid and modular deployment of use cases for sharing data. OHS will continue to incubate necessary activities including consent, onboarding procedures, and technical assistance programs.

Technology Achievements

In collaboration with the Health IT Advisory Council, OHS incubated the establishment of the statewide Health Information Exchange (HIE).

OHS collaborated with UConn AIMS to design and develop the CDAS and, in cooperation with the State Innovation Model team and the Office of State Comptroller (OSC), to produce

Electronic Clinical Quality Measures (eCQM) to drive outcome-based improvements in care delivery. The CDAS incorporates innovative technologies, including Microsoft Azure, Diameter Health, Informatica, and Tabelau, to support and produce eCQMs according to national standards. UConn AIMS designed the CDAS to conform with HITRUST security standards. CDAS applies Agile methodologies, where some initial functionality is currently in test phase and is slated to support the establishment of the HIE services.

During SFY19 the operational and administrative oversight of the APCD was transferred from Access Health CT to OHS. In addition, Medicaid data from 2016 onward was mapped and loaded to the APCD. As a consequence of the transfer, the APCD Data Privacy Committee was reinstated and will complete an assessment and provide guiding principles to OHS with respect to data release and other data uses of the APCD during early SFY20. During SFY19, the APCD Data Release Committee approved 5 data release applications. Additionally, an extract of APCD data was delivered to UConn AIMS to process into CDAS, where OHS and OSC will work with UConn AIMS during SFY20 to perform a variety of analytics to support key policy objectives (e.g., Public Act 18-41 an Act Concerning Prescription Drug Costs).

The Health Innovation team, in collaboration with UConn Health, completed the development of a quality scorecard based on APCD data that provides empirical analysis of quality for providers and health care organizations in Connecticut. The quality scorecard, which will launch Aug. 7, 2019, will be interactive and provide public access through a dashboard for research and analytical purposes.

Digital Government

List of Online Services Available:

OHS provides a content-rich web portal for the residents of Connecticut, with information on strategies and services provided and mechanisms to engage the public. Information is provided on the following:

State Innovation Model

Health Information Technology

Healthcare Cabinet

Health Systems Planning

Healthcare Affordability Advisory Committee

Reports and Data

News and Press Releases

Open Solicitations / RFPs

Hospital Reporting System (HRS) web portal – an application developed to assist hospitals in the statutory annual reporting of their financial operating results for the previous fiscal year in an efficient and effective manner. Hospitals file both their annual reporting filing and their twelve-month actual filing data with the new portal.

Certificate of Need (CON) web portal – an application that accepts and tracks all CON related materials (Applications, Determinations and Modifications) which replaces the paper submission and allows information and updates to appear in real time for the public. The CON Portal is a web-based application that accepts, tracks, and collects CON application fees using Master Card or VISA credit cards, if applicable, replacing paper submissions.

Notification and Filings web portal – used to collect and track monthly and statutory annual filings related to financial and utilization data submissions from acute care and specialty hospitals and health systems.

Facility and Equipment Inventory Information web portal – used to collect and track information with respect to the Section 19a-634 of the Connecticut General Statutes (CGS). The statute mandates OHS/HSP to maintain an inventory of healthcare facilities and services, MRI, CT, and PET/CT imaging equipment and utilization information from select Connecticut healthcare providers and all imaging providers.

Freedom of Information request web portal - used to collect and track requests submitted by the public for information related to OHS, and to provide transparency concerning OHS responses.

Secure file transfer – for receiving individually identifiable patient discharge and encounter data submissions from acute care hospitals and outpatient surgery providers that OHS collects pursuant to Section 19a-654 of the Connecticut General Statutes.

A user-friendly web portal has been developed for launch on Aug. 7, 2019. This portal will provide public access to a health quality scorecard, consumer friendly cost transparency information, and a user-friendly landing page for requesting APCD data.

List of Online Services Requested by Constituents:

OHS constituents include consumers, advocates, providers, payers, the business community, statutorily regulated entities and other stakeholders who are served transparently by the entire efforts of the agency as outlined in this document.

List of Online Services Planned to be Made Available:

Electronic exchange of healthcare data will be made available to healthcare organizations and state agencies through the statewide HIE services that will launch during SFY20. Assessment of the state's HIE needs determined that the HIE will utilize a network-of-networks configuration, allowing both individual EHRs and already existing interoperability initiatives to connect and share data. Services include necessary core technology, various foundational services (e.g., identity management), and enhanced data exchange technology to meet the objectives of prioritized use cases identified by stakeholders. An initial set of use cases will include the exchange of electronic clinical care summary documents, immunization transactions, and eCQMs.

OHS, DSS, and DCP are collaborating to increase the use of the Prescription Drug Monitoring Program (PDMP) in conjunction with the availability and requirements of the SUPPORT Act of 2018. During SFY20, the state will submit a funding proposal under this act to increase inter- and intra-state connectivity to the PDMP, and increased availability of PDMP data to the Medicaid program.

OHS will assess opportunities to enhance the cost/benefits for the operational maintenance of the APCD, including utilizing the CDAS to maximize analytic output.

A consumer cost transparency web portal based on APCD data is under construction for deployment during early SFY20.

Planned Applications

Supporting infrastructure related to the statewide HIE (see above)

The State of Connecticut's CDAS (see above)

Health Innovation team's CT Scorecard (see above)

Consumer cost transparency web portal (see above)

Freedom of Information web portal (see above)

SFY 2020 Technology Budget

OHS Plan for technology spend from all sources:

Hardware (OHS Internal Operations) – $15,000

Outsourcing – OnPoint Health (APCD) – $650,000

In addition to the above, CGS Sec. 17b-59f and 17b-59g assign authority to OHS, in consultation with the State Health Information Technology Advisory Council (HIT Advisory Council), to oversee the development and implementation of the nonprofit, nongovernmental statewide

HIE. During SYF19, OHS incubated foundational technical capabilities in anticipation of launching the HIE during the Fall 2019. This included establishing a memorandum of agreement (MOA) with UConn AIMS to design and develop the CDAS that will advance the deployment of the statewide HIE with some foundational components, such as the Master Data Management (MDM) for the HIE's Identity services and the enhancement of clinical documents and eCQM calculations. At the time that the HIA, Inc. is fully funded, OHS will coordinate with the HIA, Inc. to ensure that the aforementioned incubation activities, including all related licenses and service contracts are assigned to the HIE entity.

OHS, in collaboration with DSS, will continue to fund further development of the HIE using the HITECH Act 90/10 Federal match funding program, supported by matching bond funds legislatively earmarked for HIE purposes. FFY20 planned funding for the HIE follows below:

Office of Health Strategy Proposed Budget			
State Cost Category	FFY 2020		
	90% Federal Share	10% State Share	Total
State Personnel Total	$ 935,808.77	$ 103,978.75	$ 1,039,787.52
Travel (conferences + in-state mileage)	$ 11,700.00	$ 1,300.00	$ 13,000.00
Hardware/Software	$ 2,700.00	$ 300.00	$ 3,000.00
Equipment, Supplies	$ 4,500.00	$ 500.00	$ 5,000.00
HITECH Contractor Costs	$ 22,024,875.85	$ 2,447,208.43	$ 24,472,084.27
Total Direct	$ 22,979,584.62	$ 2,553,287.18	$ 25,532,871.80
Indirect	$ 2,297,958.46	$ 255,328.72	$ 2,553,287.18
Total	**$ 25,277,543.08**	**$ 2,808,615.90**	**$ 28,086,158.98**

SFY 2020 Technology Major Expenditures

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

SFY 2020 expenditures specific to OHS

OnPoint - Contractual Services: OnPoint – $650,000

Office of Higher Education

Mission

The Office of Higher Education (OHE) seeks to advance the promise of postsecondary education for all state residents, and to advocate on behalf of students, taxpayers, and the postsecondary schools and colleges that fall under its purview. The Office carries out its mission by assuring that students have access to postsecondary institutions which meet the highest standards of academic quality, by administering the state's student financial aid programs, and by serving as an information and consumer protection resource.

Technology Strategy

OHE is in the process of adopting a new technology strategy. In the past, OHE invested in on-premise, internal custom developed Microsoft Access Databases to support its various programs. Since this requires multiple programming staff personnel just to support/maintain this approach, OHE has created a new technology strategy. The Agency plans to take advantage of cloud vendors to host applications as Software-as-a-Service (SaaS) along with any Commercially-Off-The Shelf (COIT) software and custom software solutions when possible. As such, OHE will only invest in cloud solutions that meet these criteria (above and beyond standard office automation tools).

In addition, the agency recognizes the Software Management Policy that describes the use and disposal of software assets found at: http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

Technology Achievements

OHE initiated a software upgrade program for Microsoft Access. OHE was using outdated MS-Access software and spent last year migrating various program applications to a newer version of the software. However, there were very few (if any) functional enhancements made to the various MS-Access programs/databases.

Digital Government

Presently, the list of Online Services Available via the OHE website include:

- Academic Program Search
- Links to accredited Colleges and Universities
- Links to approved private occupational, hospital based and barber/hairdresser schools
- Out-of-State online registration

The List of Online Services Requested by Constituents:

- All forms and applications that need to be completed should be online
- Access to constituent related information available online
- Upload/download documents for various programs

List of Online Services Planned to be made available:

- Ability to apply online for selected programs
- The ability for students and institutions to access a system through a portal interface to complete key processes, such as certifying student enrollment, checking eligibility and updating school of attendance
- Upload/download documents for various programs

Planned Applications

OHE is in the process of replacing most, if not all MS-Access applications over the next couple of years. For FY 2020, OHE is planning to replace the following applications:

- Financial Aid Processing Application Software associated with:
- Roberta B. Willis Scholarship Program (Need-Based and Need-Merit)
- Minority Teacher Incentive Program
- Gaining Early Awareness and Readiness for Undergraduate Programs (GEAR UP)
- John R. Justice Prosecutors and Defenders Incentive Act
- Veterans Program Approval and Benefits Application Software

FY 2020 Technology Budget

Outlined below is an estimated plan for technology spend within OHE:

Hardware:

Desktop/Laptop/Tablet computers	$15,000

Software:

Database software	$10,000
Other software	$15,000

Services (consulting):

Ongoing support for Custom Applications	$75,000

Subscriptions:

Other Subscriptions	$8,000

Telecom and Data:

Telecom	$18,000

If you will be seeking pre-approvals of specific planned IT purchases in accordance with the IT Procurement LEAN process improvement activities, please submit a separate detailed list of planned agency purchases.

FY 2020 Technology Major Expenditures

Outlined below are the OHE's planned technology expenditures in excess of $100K:

Financial Aid Processing Application Software:

- Fee Estimate: $500,000 to $750,000 which includes:
  - Software development
  - Data conversion
  - Software as a Service (Cloud hosted)
  - Training
  - Ongoing support

Veterans Program Approval and Benefits Application Software

- Fee Estimate: $100,000 to $250,000 which includes:
  - Software development
  - Data conversion
  - Software as a Service (Cloud hosted)
  - Training
  - Ongoing support

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

- Assist divisions with implementation of new legislative requirements around the collection of data.
- 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.
- Utilize the new Azure environment offered by the State for our external facing web applications used by the municipalities and other agencies.
- 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/PropertyCntl/chapter07.htm

Technology Achievements

- Developed a working proof of concept for Citrix VDI environment for the agency. Ultimately we decided against VDI for our agency, but doing our due diligence was key to understanding the business needs of our agency staff.
- Worked closely with BEST to ensure our laptops and desktops are up to date with the latest ePO software.
- Migrated the POS agencies from our home-grown PSA request system into Core-CT. This standardizes and streamlines workflows and processes for contracts.

Digital Government

- 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 418 sub-recipient grant awards across 31 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 $36.8 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.
- ERegs – An online internal tracking system utilized by the OPM legal staff to effectively monitor and facilitate the review and approval process of regulations submitted by agencies. The creation of this system has allowed OPM to streamline workflow and more efficiently communicate fiscal or policy concerns across agency divisions to either alert agencies of needed changes or signal approval to the Governor's Office.

List of Online Services Requested by Constituents:

- None

List of Online Services Planned to be made available:

- None

Planned Applications/Other initiatives

- A Criminal Justice system to collect, analyze, and present data covering the screening and charging of defendants, court proceedings, pretrial processes, and sentencing.
- Develop online LEAN training modules and make available through the CT Education Academy website.
- Move existing .Net applications from third party hosting provider to the State's Azure environment.
- Refresh all agency desktops and laptops with Windows 10 computing devices running M365.
- Migrate the Grantium electronic grants web application from third party hosting provider to the BEST data center. This is a java-based system that manages millions of dollars of federal grant money. This migration will save approximately $40,000 in hosting fees.
- Update Core-CT to process Personal Service Agreement (PSA) requests from executive branch agencies currently using our legacy PSA request system. This upgrade will allow agencies to better track and manage contracts from beginning to end via an automated workflow and minimizing duplication of data entry to create purchase orders and contracts.

FY 2020 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware
  - Desktop computers - $98,000
  - Laptops - $26,000
  - Monitors - $4,000
  - Docking stations - $3,000
  - Server - $13,000 (replacement for old server)
- Software - none
- Services (consulting) –
  - Hosting Provider for Municipal grants portal through October- approximately $8,500.
  - Hosting services for Grantium application – approximately $6,000
  - Services by software vendor to migrate Grantium application to GDC – approximately $8,000
  - Azure hosting for Universal Chart of Accounts – approximately $28,000
  - Azure hosting for Municipal grants portal – approximately $8,000
- Subscriptions –

  - GovInvest – A pension modeling tool for budget analysis: $18,750
  - West Law – A subscription for researching laws and statutes: $5,128
  - HIS Economic Forecasting –Revenue projections: $39,000
- Telecom and Data - None

FY 2020 Technology Major Expenditures

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

- Desktop refresh project - $131,000

State of Connecticut
IT Strategic Plan for Fiscal Year 2020

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/PropertyCntl/chapter07.htm

Technology Achievements

- Refresh personal computers that are off of manufacturer support.
- Ongoing modifications to the Quincy Technology Case Manager Database System that includes Electronic Death Registry System [DPH-project] statewide effort.
- Ongoing modifications to the Quincy Technology Case Manager Database System that includes Prescription Drug Monitoring [DCP-project] statewide effort.

Digital Government

List of Online Services Available:

- Agency website with downloadable forms and electronic contact information.

List of Online Services Requested by Constituents:

- On-line payment for fees (including medical reports and autopsy fees) and services.

- Cremation payment for cremation certificate.

List of Online Services Planned to be made available:

- The agency will work with Quincy and other state agencies-collaborative partners to pursue on-line payment for fees and services.

Planned Applications

Researching the viability to create an application for a cremation approval e-document that then creates a unique numbered cremation identifier that controls and tracks the invoice component or approved fee waiver.

FY 2020 Technology Budget

- Hardware desktop refresh estimated $9,000.
- 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: GoToMeeting minimum 5-times/year for Commission on Medicolegal Investigation members to participate off-site in scheduled Commission meetings.
- Telecom and Data Estimated at Telephone $22,000, Cell $18,000, IT Data Domain/Net $12,000.

FY 2020 Technology Major Expenditures

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

The agency does not have a plan for agency technology expenditures over $100,000.

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 4 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; and 4) the cybersecurity of the critical Infrastructure.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

Technology Achievements

The Election Management / Election Night reporting System (EMS/ENR) was successfully used during the 2018 mid-term elections in all 169 towns. Since the mid-term elections, several significant enhancements have been made to the system which focused on enhancing the user experience and reducing input errors. The system provides comprehensive back office functions for election officials, but its most notable feature is real time electronic reporting of results, including a public facing results web site.

The Audit Station Project (high speed scanners) has been completed and was successfully used for 19 post-election polling location audits for the 2018 mid-term Election. The automated audits were very successful and reduced the time and cost to the towns that participated.

Motor Voter Phase 2 – 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 processed by CVRS, they are presented to the registrars the next day in

their dashboard for review. Phase 2 is in process and will focus on streamlining the end user experience at the DMV locations. This project is scheduled to be completed in early 2020.

Enhancements were made to the Connecticut Online Commercial Recording Division ("CONCORD" system) which apply a new taxonomy (number structure) to all business filing and UCC documents to separate electronically-filed documents from paper-filed documents and add the PDF generation functionality to store the file documents digitally. This functionality allows users to view original filing documents digitally that were filed online.

In support of increasing the cyber security at the local end points which access the Connecticut Voter Registration System (CVRS), a Virtual Desk Top environment is being piloted in 4 towns (Glastonbury, Middletown, Manchester, and South Windsor). This environment allows for the state to centrally manage the operating system, software and security measures that are utilized on the end points that access CVRS system at the local level. Once the pilot is completed, this environment will be implemented state-wide. In addition, the CVRS system has been enhanced to utilize two factor authentication which will be rolled out in early 2020.

Additional security measures were implemented to further protect and monitor the critical elections infrastructure.

Digital Government

List of Online Services Available:

- Online access to original filing documents of businesses (documents filed online)
- Election Management 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 (All)

List of Online Services Planned to be made available:

- Online registration and renewals for notary.

Planned Applications

- Connecticut eRegulations System Enhancements.
- Replacement evaluation for the CONCORD system (potentially included in the Business One Stop initiative)
- Electronic poll books
- Additional security enhancements for the OLVR and EMS/ENR systems
- Online registration and renewals for notary

FY 2019 Technology Budget

Technology Source	Amount
Hardware	$747,400.00*
Software	$3,224,298.00*
Services (Consulting)	$1,471,180.00
Subscriptions	$24,800.00
Telecom and Data	$366,900.00

* includes maintenance

FY 2020 Technology Major Expenditures

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

- Website Redesign
- Connecticut eRegulations System Enhancements
- 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)

- Virtual Desk Top Infrastructure in support of local end points for CVRS access
- Additional security enhancements for the OLVR and EMS/ENR systems

Office of the State Comptroller

Mission

- To provide accounting and financial services, to administer employee and retiree 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 and manages 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; to pay state retirees 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.
- This office recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

Technology Achievements

- Implemented system changes to accommodate the Retirement SAG award agreement.
- Completed the implementation of a PeopleSoft Peopletools upgrade to version 8.56
- Implemented a document scanning system and are midway through a project to digitize paper files.

Digital Government

List of Online Services Available:

- OpenConnecticut. Open Connecticut centralizes state financial information to make it easier to follow state dollars. Find out where deficits or surpluses come from. Find out how much was paid for a particular vendor or program. Find out what to expect in future years.

List of Online Services Requested by Constituents:

- N/A

List of Online Services Planned to be made available:

- Enhancements to OpenConnecticut

Planned Applications

- Adding two factor authentications to the retiree self-service Portal.
- Adding additional functionality to the retiree self-service Portal. Providing access to 1099-R forms and retiree self-service documents.

FY'2020 Technology Budget

Outline a plan for technology spend from all sources:

- Software and Hardware Maintenance $4.5M
- Services (consulting) $4.5M
- Computer Hardware $500K

FY'2020 Technology Major Expenditures

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

- Software and Hardware Maintenance
- Core-CT Finance Release 4; Consulting Services
- Two Factor Authentication
- Agency wide PC Hardware refresh with Windows 10 and Office 365

Office of State Ethics

Mission

The Connecticut Office of State Ethics (OSE) practices and promotes the highest ethical standards and accountability in state government by providing education and legal advice, ensuring disclosure, and impartially enforcing the Codes of Ethics.

Technology Strategy

- The OSE strategic plan incorporates our Mission, Vision and Values in determining our priorities for 2020. In order to best serve Connecticut, we will focus our improvement efforts on four areas: Data, Technology, Analysis and Board Operations.
- The Office of State Ethics recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

Technology Achievements

- Migrated over to the new content management system, Sitecore
- Installed new VOIP Enterprise System
- Upgraded Case Management System
- Installed Lobbyist Audit Randomization Application
- Installed new Gift to the State Online Filing and aligned it with an updated Necessary Expenses Filing to simplify self-reporting

Digital Government

List of Online Services Available:

- Lobbyist Filing and Reports
- Statements of Financial Interests Filing
- Necessary Expense Filing
- Gift to the State Filing

List of Online Services Requested by Constituents:

- Statements of Financial Interests Reports
- Necessary Expense Reports
- Gifts to the State Reports
- Document Management System with website for increased public access to agency documents

List of Online Services Planned to be made available:

- None at this time

Planned Applications

- Continue with Upgrade Case Management System: As needed per Staff
- Redesign and update SFI software and filing system.
- Convert Lobbying and SFI Crystal reports to web reporting and WEB power BI Reports.
- Migrate all data from old CMS to new CMS.
- Created searchable, sortable, downloadable reports to increase transparency for Lobbyist system users and admin users.

FY'2020 Technology Budget

- Hardware - $3,000.00 Agency General Fund
- Software - $2,500.00 Agency General Fund
- Services - $54,243.36 Approved Capital Investment Funds
- Telecom and Data – 1,000.00 Agency General Fund

FY'2020 Technology Major Expenditures

- $54,243.36 Approved Capital Investment

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/PropertyCntl/chapter07.htm

Technology Achievements

- In preparation for our move to 165 Capital Avenue, we upgraded our server infrastructure and moved our primary site to Groton. We have also setup our DR site in Springfield.
- Upgraded Agency website for the new Attorney General
- Upgrades to Agency's DMS, iManage to version 10
- Improved workflow for intake of Child Protection cases from judicial within our Case Management System.
- Updates and improvements to LawBase (CMS). Made changes to implement changes due to the upgrade of iManage.

Digital Government

List of Online Services Available:

- On-Line Complaint form
- Access to the Attorney General's Formal Opinions.
- Links to social media on the AG home page to better provide better information to the public.
- Helpful Quick Tips for consumer issues in 6 languages
- Links and information helpful to seniors, children, charities and consumers

List of Online Services Planned to be made available:

- Updates and changes to the Attorney General website

Planned Applications

- Upgrade to Windows 10 on all desktops
- Upgrade to Office 365 Prior to the move to 165 Capital Avenue
- Upgrades to LawBase, CMS.
- Upgrades to iManage 10.1 clients after we upgrade to Office 365

FY 2020 Technology Budget

Outline a plan for technology spending from all sources:

- Hardware – $615,000
- Software - $5,000
- Services (consulting) - $0
- Subscriptions/Support - $140,000
- Telecom and Data - $1,000

FY 2020 Technology Major Expenditures

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

- 165 Capital Avenue A/V project for the conference rooms. We are expecting a capital outlay of approximately $130,000
- Upgrade of client-side hardware in the 2nd Quarter 2020. This will be replacing 6-year-old equipment. We are looking to provide more mobility for our attorneys so around half the order will be laptops. We estimate the total cost to be around $475,000

Office of the Healthcare Advocate

Mission

The Office of the Healthcare Advocate (OHA) is an independent agency which helps Connecticut residents understand what options they have for healthcare coverage, how to get and fight for their healthcare coverage, including coverage for mental health or substance use treatment, and to make sure all residents get covered for their healthcare needs. OHA works on behalf of all Connecticut residents. Our services are free and confidential and provided in real time.

Technology Strategy

Technology support is provided by the Department of Insurance MIS staff. Their role is to assist the OHA in achieving its goals through technology.

OHA recognizes the Software Management Policy that describes the use and disposal of software assets found at: http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

Technology Achievements

- No major technology achievements.

Digital Government

List of Online Services Available:

- Online Complaint Filing

List of Online Services Requested by Constituents:

- None

List of Online Services Planned to be made available:

- None

Planned Applications

- Legalfiles, a COTS application, is the primary application used by the OHA business users.

FY 2020 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware $
- Software $
- Maintenance $
- Telecom and Data $

FY 2020 Technology Major Expenditures

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

- None

State of Connecticut
IT Strategic Plan for Fiscal Year 2020

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 high-quality, responsive state of Connecticut, Office of the State Treasurer enterprise information system.
- Provide a reliable cost-effective in-house agency combination of vendors, equipment and software that supports the treasury responsibilities.
- Provide adequate training for the Treasury DP staff.

Technology Strategy

Support divisions and programs in the delivery of Treasury services and information to constituents through cost-effective, innovative, transparent, reliable and secure technology. This can be 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 eliminate unnecessary duplication and reducing costs.
- Updating or replacing old legacy programs as needed
- Working with BEST on innovative solutions
- Working with third party sources that can provide efficient, cost-effective services

Our Agency recognizes the Software Management Policy that describes the use and disposal of software assets found at: http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

Technology Achievements

- **Banking System Upgrade:** nearly complete with the following benefits:
  - New n-tier system and API's enables access to the data and automation of tasks.
  - Consolidation of disparate data and processes for the Cash Management division. This project consolidated Access databases to a SQL Server database eliminating redundant storage and management tasks.
- **STIF Database Upgrades and Consolidation:**

  - Replaced legacy Access databases by the Short-Term Investment Fund (STIF) division. Data consolidation was engineered, and new reports were created.
  - Access data files have been converted and merged to a single SQL database system.
- **Hyper-V 2016 Server Development and Cloud Deployment testing:** built test servers in an agency hosted cloud using the Azur cloud technologies from Microsoft. Migrating OTT systems to the Microsoft hosted cloud is quick and takes minimal effort.
- **Project Management**: Implemented Team Foundation Services software to manage the software development lifecycle using the AGILE approach.
- **Ransomware**: in 2016 OTT servers and network were compromised by ransomware. OTT staff successfully removed the malicious software from several servers and desktops and was able to perform a complete restore of all infected systems within one day without support from vendors or outside agencies. The agency continues to diligently maintain and practice a comprehensive disaster recovery plan.
- **Data/Systems Management, Policy, and Oversight Reform**: in the Fall of 2018 we began working with the CT Data Analysis Technology Workgroup and the Chief Data Office for the State to draft the State Data Plan (required by law). This effort creating an inventory of all data managed and/or used by the Treasury and implementing appropriate policies regarding the management and use of this data going forward.
- **Upgraded all laptop users from Windows 7 to Windows 10 and** encrypted with native Bit locker.
- **Successfully issued Treasurer Wooden's new staff** iPhones and iPads configured with shared calendars and Exchange email access.
- **Completed 2019 Inventory** of all computer hardware, and office assets before Core's deadline.
- **Migrated 25 VPN users to the new soft token from** discontinued fobs.
- **Completed Sitecore training to migrate current website to a new OTT portal website**.
- **Built Treasurer Wooden's website** from the previous Treasurer Nappier's website.
- **Created and set up Treasury's social media** (Facebook, Twitter). It is in production and managed by new a communications employee.
- **2019's Unclaimed Property Big list configured on 3 Outreach laptops**. These laptops will be used by UCP staff at various public events.
- **Cross-Trained IT staff, on encryption, and VPN** procedures.
- **Purchased, Installed, and configured new Windows 2016 Servers** for Production and Disaster Recovery. Servers are in three locations – Hartford, Groton, and Springfield. They are replicated nightly to significantly improve the OTT Disaster Recovery capabilities.

- **Moved vertical server technology from VMWare to Hyper-V** to reduce complexity and licensing cost.
- **Implemented desktop Imaging solution** with Macrium Reflect 8.3.
- **Purchased, Imaged, Installed, and configured 25% of** staff with new Dell desktop 5060 SSD Computers
- **Installed and configured new Backup/Replication** solution using Veeam 9.5 Software
- **Microsoft meets onsite biweekly** preparing for transition to Office 365 and Azure Technology.
- **Planning for the OTT Move to 165 Capitol Avenue in December of 2019.**
- **OTT is ready to begin Implementation of Office 365** with MS and Best

eGovernment

- **Office of the Treasurer's Web Site** – The Treasurer's website has information posted and used by businesses, Connecticut government, towns and citizens.
- **The Big List** - In Connecticut, the Office of State Treasurer collects and safeguards money and other valuables which have been unclaimed by Connecticut residents. The Big List provides people an online search for their unclaimed property and information to retrieve it.
- **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 Pension Fund Management Division. Created in 1972, STIF serves as an investment vehicle for the operating cash of the State Treasury, state agencies and authorities, municipalities, and other political subdivisions of the State. STIF Express gives online access to the customer's account.
- **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.
- **Buy CT Bonds -** is a 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.); information on the bonds being offered for sale (terms, maturity dates, security, 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.

- Online forms and document which provide informative and efficient services required by vendors and constituents
- Online state banking and Investor services for financial advisors, underwriters and bond counsels

Planned Applications

- Migrate the OTT website to portal.ct.gov
- Continue to update legacy programs
- Continue to improve disaster recovery with BEST
- Improve the Second Injury Fund Client Processing.
- BEST SharePoint services
- BEST FileNet services
- Complete the update from legacy SIF accounting software.
- Implement Microsoft Office 365 to all desktops and devices
- Continue preparations for OTT move to 165 Capitol Ave.
    - Phone system
    - Hardware and Infrastructure
    - Server and desktop
    - Train IT staff
- Complete an offsite DR test and modify the agency disaster recovery as needed
- Hire staff

FY2020 OTT Technology Budget

- Hardware – IT equipment updates and replacements - $40,000
- Software - Upgrading Microsoft and additional required software. - $20,000
- Services for consulting - Hardware replacement contract with system maintenance Services, and software consulting for new applications. - $45,000
- Subscriptions - $40,000
- Telecom and Data - $110,000

FY19 Technology Major Expenditures by OTT

The major projects that are planned to start in Fiscal Year 2020.

- Debt Management System Legacy Conversion - $1,800,000
- Consultants to assess IT assets - $25,000

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/PropertyCntl/chapter07.htm

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

Distribute new computers with M365 to employees due to Windows 7 end of life.

Test legacy Pension System and other applications with M365.

Digitization of paper records & files.

Technology Achievements

Implemented interfaces with Local Boards of Education to collect sensitive health insurance information using the State's Secure FTP Server.

Implemented internal applications to automate and reduce manual data entry, verify claim payments against enrollments, verify accuracy of ACH debits.

Digital Government

List of Online Services Available:

- Website with latest news, policies, procedures and fillable forms
- Facebook feeds
- Benefit Estimator, Service Credit Cost Estimator, Retirement Overview
- Procedure manuals for use of Local Board of Educations
- Health Insurance Webinars for retirees approaching age 65

List of Online Services Requested by Constituents:

- A Pension System that provides School Districts and members of the pension system the online access to view and update their demographic, beneficiary and banking information

List of Online Services Planned to be made available: n/a

Planned Applications

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

FY 2020 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware
  - Desktops, Laptops and accessories: $65,000
- Software
  - M365 $6,800
  - Oracle $10,000
  - Backup Software $1,000
- Services (consulting)
  - Offsite data storage $1,300
  - Switch support $2,700
  - Server warranty renewal $27,000
  - People finder Service $3,500
- Subscriptions
  - GotoMeetings.com $600
- Telecom and Data

If you will be seeking pre-approvals of specific planned IT purchases in accordance with the IT Procurement LEAN process improvement activities, please submit a separate detailed list of planned agency purchases.

FY 2020 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.
- Digitization of member files.

State Department of Education

Mission

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

Technology Strategy

- Provide robust, secure and streamlined application services to the department, local and regional school districts, charter schools and Regional Educational Service Centers. This will allow for accurate, timely and secure data collection, processing and reporting.
- Continue to provide technology services and support to the CTECS (formerly the CT Technical High School System) and the Office of Early Childhood (OEC), as they transition to becoming independent state agencies.
- Implement best practices for project management, hardware/software life cycle management, and application development and maintenance.
- Implement best practices regarding risk mitigation plans, disaster recovery, and business continuity planning.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at OHA recognizes the Software Management Policy that describes the use and disposal of software assets found at:
http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

Technology Achievements

CSDE

- Completed development of and launched the Education Financial System (EFS) on July 17, 2018. Enhanced reporting for districts within EFS.
- Extended EdSight Secure to school building-level access and deployed the Early Indication Tool.
- Successful automation of student rostering with multiple online vendors for statewide summative assessments (e.g., Smarter Balanced, LAS Links).
- Launched publicly the Connecticut Report Cards which provide high-level dashboard of key indicators on every district/school across Connecticut.
- Systematized backup and disaster recovery protocols for all CSDE servers.

- Organized and managed the CSDE's virtualized environment to improve productivity and achieve cost efficiencies.
- Implemented iBOSS content filtering system.
- Migrated all end users to Windows 10 environment.
- Phased out the use of McAfee Safeboot encryption software for all laptops and replaced with Microsoft Bit-Locker.
- Enhanced teacher certification to new IVR system using AVAYA.
- Continued successful implementation of the Direct Certification application and data matching with DSS.
- Designed, developed, and implemented a seat declaration application for the Regional School Choice Office (RSCO) application as well as a new data collection application for noncertified staff.
- Expanded online grant application system to include state-funded grants available to Alliance and Priority School Districts.

CTECS

- Succesfully deployed hardware
    - Switches (over ½ the schools now have new switches)
    - Laptops deployed (34) – for Assistant Principals
    - ChromeBooks (~3,000) – new CBs for new teachers
    - 2000 PCs deployed
    - Wireless Access Points deployed (WAPS ~1000)
- School Nutrition Grant submission
    - Online applications
    - Online payments
    - Online food ordering
    - Online record keeping
    - All new touch screen system
- New regional school choice (RSCO) process implemented for three CTECS Schools
- Re-deployed & upgraded Renaissance software system
- Implemented Identity & Access Management (IAM)
    - Classlink & Tools4ever
- Implemented virtual servers for centralized model of CabinetVision in Groton Data Center
- Ran construction project for brand new school (Grasso THS)
- Successfully implemented online report card pilot
- Implemented google form for late opening /early dismissal
- Implementing Project management best practices

  - Project request form & tracking
  - Project charters
  - Project plans
- Implemented project prioritization group
- Implemented new data request form & tracking process

Digital Government

List of Online Services Available:

- Common Core State Standards
- EdSight – Education Data Warehouse
- Educator Certification
- Multiple Data Collection Applications (about students, educators, facilities and finance)
- Regional School Choice Application and Lottery System
- Health and Nutrition Services – Direct Certification
- Online Assessment Testing (AIR-TIDE, DRC-Insight)
- Consolidated Grant Application for Federal Title grants (HMB)
- Colyar-school meals claims application
- CARS-Adult Education

List of Online Services Requested by Constituents:

- All of the above.

List of Online Services Planned to be Made Available:

- Implement Microsoft365 and Office365 enterprise-wide across CSDE
- Deploy telework initiative to staff across the agency
- Enable CTECS to independently administer IT systems and services (e.g., iBOSS, VPN, SFTP, Data Management)

Planned Applications

CSDE

- Extract historical payroll data from WANG/DELL platform and retire WANG by June 30, 2020.
- Migrate the adult education CARS data servers to the Groton Data Center.
- Transition from using Novell e-directory to Azure Active Directory
- Continue the redesign and rewrite of Directory Manager, responsible for the collection and reporting of core district, school and program information.
- Begin the redesign and rewrite of the Public-School Information System (PSIS) and Surrogate Parent Program applications.

- For existing applications using end-of-life technologies, either attempt to rewrite with newer frameworks or migrate business functionality into existing applications built with currently-supported technologies.

CTECS

- ParentSquare: Project is to replace school messaging, conference, and form sign off collection with a complete product to handle all of those applications into one application
- Career Cruising to Naviance: Transition the districts application use for student planning from Career Cruising to Naviance
- PoweSchool 12.1.X Upgrade (software): PowerSchool version 12.1.X will resolves issues that existed in previous versions thanks to new technology and features
- PowerSchool Hosting Migration: Migration from unsupported server infrastructure
- Data Warehouse PowerSchool (Analytics): Define User requirements and model for Data Warehouse
- Frontline Teacher substitution system: Implement AESOP system (Frontline module)
- Office 365: Migrate to O365
- Adobe Creative Cloud: Software for trades
- Chrome printing solution: District need to print from Chromebooks
- Wireless infrastructure monitoring (Aruba): Security need - network monitoring
- GoGuardian/Gaggle policy: Develop new policy for emergency response and social media threats
- API for Schoolcash to Connect from PowerSchool: Work with Schoolcash the vendor to install and make functional an API for direct data extraction from Powerschool
- Revise Expulsion Request form and process: Expulsion Requests
- School Nutrition IT Capital Fund project: Complete overhaul, streamlining, digitizing & upgrading of all School Nutrition processes
- Erate: Participate in Federal E-rate program
- HVAC: Implement HVAC software system for all 17 schools

<u>FY 2020 Technology Budget</u>

CSDE – Central Office

- Hardware: $600,000
- Software: $150,000
- Services (consulting): $1,700,000
- Subscriptions: $800,000

- Telecom and Data: $30,000

CTECS

- Hardware: $2,000,000
- Software/Subscriptions: $2,223,000
- Services (consulting): $710,000
- Telecom and Data: $300,000

FY 2020 Technology Major Expenditures

CSDE

- Redesign and rewrite of Directory Manager, PSIS, and Surrogate Parent applications.
- Continued support of all existing applications (e.g., EdSight/SAS, educator certification, HMB eGrants, Colyar, CARS, assessment platforms)
- Within current resource constraints, attempt to migrate existing mission-critical systems off unsupported legacy infrastructure.
- Within current resource constraints, attempt to update legacy applications.

CTECS

- Deploy hardware across all 17 Technical High Schools, 2 aero-tech programs, one adult learning center and Central Office (21 locations total):
    - 40G Switches (9) - over ½ the schools now have new switches
    - Smart Boards – in 18 locations
    - Laptops – for Assistant Principals
    - Chromebooks – for incoming freshman and new teachers
    - PCs and Wireless Access Points
    - Implement Identity & Access Management (IAM) - Classlink & Tools4ever

State of Connecticut
IT Strategic Plan for Fiscal Year 2020

State Elections Enforcement Commission

Mission

The Commission was established in the post-Watergate era of 1974 as an independent agency in the executive branch of state government, to enforce and ensure compliance with laws pertaining to state and local elections, primaries and referenda. In 2005, its mission was expanded to include the administration of the Citizens' Election Program, Connecticut's public financing program. Following federal court decisions in 2010, its mission was again expanded to include providing transparency and disclosure for the now unlimited independent expenditures from all persons, including corporation and Super PACs. The Commission is comprised of 5 members and is bi-partisan in composition. The Commission's goal is to prevent violations from occurring by ensuring that those who require advice obtain it in a timely manner and to improve and maintain the confidence of the people of Connecticut in the electoral process and the officials involved in that process.

Technology Strategy

The Information Technology Unit provides a wide range of consultation, training, management and technical support services to a geographically dispersed population located throughout the State. eCRIS support services are also provided to our customers in the State Legislature as well as Treasurers and Legislators throughout the State.

Historically, the agency has taken a tactical approach in meeting the needs of its customers. A number of internally developed systems have been built to serve a single purpose and a single set of users; many of which are proprietary and use complex data storage and application development technology. These critical systems still have a great deal of value and have the necessary design flexibility to accommodate change rapidly (e.g., enhancements due to state mandates) and the systems can be difficult to adapt to sharing information or services.

Over the next biennium, the IT organization will transition out of its normal mode of setting tactical priorities by taking a more proactive approach to manage priorities at the strategic level. IT will not only focus on delivering quality services to our customer base but will establish a clear linkage to the SEEC's information integration business strategies. Ongoing plans will include implementing IT strategies that focus on the following management priorities:

- Recruiting, developing and retaining IT staff
- Information design and management (includes succession planning)
- Delivering services that align with agency business strategies
- Delivering projects that enable agency growth
- Process design and management (includes IT governance)

- Partnering with DAS/BEST to Optimize Enterprise IT
- Technology infrastructure and Enhanced Cyber Security hardening
- Elimination of paper filings by mandating the use of eCRIS

In 2019 - 2020, SEEC IT will continue its partnership with business stakeholders to assess the agency's technology needs by researching existing and future conditions of the SEEC and branched out to consider technologies that are used in other State agencies locally and nationwide.

The IT organization continuously seeks to understand how the business works and must examine how to employ these new technologies. In order to do this, we must be appropriately staffed to accommodate ongoing development needs and increased solicitations for exemplary service.

When practical SEEC complies with DAS/BEST application development and infrastructure domain standards. Preference is always given to strategic standards and products. As opportunities arise, efforts to migrate obsolete and transitional standards and products to an enterprise solution are made.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at OHA recognizes the Software Management Policy that describes the use and disposal of software assets found at:
http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

Technology Achievements

- Cisco Switch Replacement Project
- Conversion to Enterprise VOIP
- Hard Token VPN to Soft Token and ODA
- LaserFiche Enforcement Workflow Application
- Migration to Windows 10 Professional
- Hardware and Software scan using MOVERE
- Implementation of Sitecore for SEEC web portal migration
- Use of iBOSS Internet filtering

Digital Government

The SEEC IT Unit continued active development projects on all in house systems. This action was necessary to maintain the flow of information and on-line application infrastructure to the eCRIS customer base. All of the critical system enhancement requests were completed and put into production with little or no down time impacting our customers.

The Applications Development group completed all approved work assignments on development/ enhancement projects assigned. Successful completion of these projects allowed IT to shift its focus to additional enhancement and workflow activities:

- Updated browser support for cross platform functionality and usability.
- Update / Upgrade the Microsoft SQL Servers to latest versions.
- Renewal of Software licenses and support tools.
- Renewal of hardware maintenance contracts to support all platforms.
- Partnering with DAS/BEST on Cyber Security initiatives.
- Constantly monitoring SEEC Enterprise systems and applications to better respond to issues impacting our customers.
- Updating of SEEC Web pages off of legacy portal to more secure and agile technology.
- Updated eCRIS homepage to meet the needs of mobile customers.
- Updated eCRIS Search homepage to support mobile technology.
- Enhancing of the eCRIS registration process.
- Secured Login pages to support new mobile technology and complex passwords.
- Continued to enhance CTS with enforcement tabs and milestone tracking.
- The upgrade of .Net Development tools and all of our projects to the current level.
- Updated the Team Foundation Server and its legacy operating system.

On line Services Available

- eCRIS On Line Filing System Member update
- eCRIS Document search
- Updated State Contractor Contribution Ban System
- Commission Decisions
- On Line Registration Forms
- Guides and Publications
- Training Videos
- FAQ's

On line Service Requested by Constituents

- Enhanced e-Alerts for Financial Disclosure Statements
- Enhanced document and filing search
- Additional campaign finance data downloads

- Updated Training Videos spanning all services

On line Service Planned to be made available:

- Additional Training Videos spanning all services
- Enhanced document and filing search
- Enhanced data integration with 3rd party vendors

Planned Applications

- Go live with new implementation of LaserFiche Document Workflow
- Partner with BEST to continue using the GDC and SDC
- Partner with BEST to implement Microsoft System Center Configuration Manager
- Continue to update and refine IT Policies/Guidelines
- Perform eCRIS updates to support external customers
- Perform CTS updates as required by internal customers
- Document, implement, monitor and measure Technology usage
- Update SOP's for eCRIS Helpdesk, Desktop, Network/Server Support
- Update SEEC Desktop Configuration Standards and guidelines
- Update Network/Server Configuration Standards and guidelines
- Server vulnerability, assessment and continued remediation
- Microsoft Office 365

FY 2020 Technology Budget

- Limited financial resources will only allow the Information Technology Unit to make small scale procurements in order to continue operations with limited staff and resources.
- Renewal of Maintenance Contracts
- Renewal of utility software licenses
- Renewal of software licenses for development

FY 2020 Technology Major Expenditures

No Planned expenditures in excess of $100K are planned due to budgetary constraints.

Worker's 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/PropertyCntl/chapter07.htm

Technology Achievements

- No major technology achievements.

Digital Government

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
- Paperless forms submission

List of Online Services Planned to be made available:

The implementation of the eCourt system will allow for the presentation of a wide range of end-user accessible online tools

Planned Applications

eCourt Case Management System is scheduled to go live by the end of calendar 2019

FY 2020 Technology Budget

Outline a plan for technology spend from all sources:

Hardware	$107,500
Software	$68,700
Maintenance	$10,000
Services (consulting)	$70,000
Subscriptions	$132,430
Telecom and Data	$120,000

FY 2020 Technology Major Expenditures

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

Migration to the eCourt case management system. Expected cost: $475,000