STATE OF CONNECTICUT INFORMATION AND TELECOMMUNICATIONS STRATEGIC PLAN FOR FISCAL YEAR 2021

September 15, 2020

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.

Prepared by: Chief Information Officer Mark Raymond
Department of Administrative Services
Bureau of Enterprise Systems and Technology
(860) 622-2419
Mark.Raymond@ct.gov

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

Contents

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

FY 2021 Information Technology Strategy

Statement of Vision for Technology

To measurably improve outcomes across the State of Connecticut by leveraging the right people, process and technology in the delivery of reliable, secure and cost-effective services.

Background

Connecticut Organizational Structure of Technology

The technology resources in the State of Connecticut have been primarily organized by agency. This reflects the broader organizational structure of state agencies. Technology has been 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, 2020, there were 632 Information Technology (IT) employees in the Executive Branch of which only 150 (24%) 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.

This plan continues the process of optimizing our technology resources in the state for greatest impact and outcomes four our residents, businesses and state agencies.

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 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 2020. The 2020 Digital State's Survey identified Connecticut with a grade of "B+ Trending Upwards". This follows a Digital State Survey 2018 and 2016 grade of "B+" and a 2014 grade "A-". This recognition reinforces the belief that recent investments and action have had a positive impact; however, much work remains to be done to continue to drive value from technology. Feedback from those scoring CT progress indicate that our state is performing well, however lacks the institutional metrics to demonstrate and measure ongoing performance.

Current Technology Assessment

Following the transition to the Lamont administration, technology leaders within the state have been assessing changes to the structure of state technology. The State recognizes that the pace of technology change continues to increase, yet the state's IT structure poorly leverages the scale of a 27,000 person organization.

Information has been gathered on agency technology views, risks, skills, concerns and spending. Preliminary analysis indicates a move to a shared services IT structure would bring greater automation, efficiency, employee engagement and create the opportunity to fill skill gaps that exist in emerging technologies.

Incremental improvements are being made in some areas and we continue to see how technology at scale can provide critical benefits. For example, in the spring of 2020, Connecticut's IT professionals responded together to transition a workforce that had historically been office-based to remote work. This coordinated effort leveraged the best of multiple agency skills to serve all agencies. Another example is the deployment of cloud-based collaboration tools that made widespread remote meetings both cost-effective and commonplace. While progress is being made, challenges to greater efficiencies persist.

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. Much of the network, computing, storage and security established in 2015 is now due for replacement and is being augmented with cloud-ready alternatives.

The State continues to roll out the enterprise Voice over IP telephone system to state agencies. Over 21,000 voice lines are deployed to this system, many accessing this system while working remotely. This is a capability that would have been impossible with distributed, disconnected systems. 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 1214 data sets and visualization capabilities (up from 1158) to engage citizens in their government. 2020 brought the COVID-19 pandemic and response. Connecticut continued to embrace open and transparent government by creating a Coronavirus specific website and data portal with over 32 data sources. The state's Coronavirus portal is a highly used resource for the public on state activities related to the pandemic. Using daily user feedback, the site is continually refreshed to reflect changing information needs.

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. During the pandemic, these critical investments were heavily utilized to transition to online and remote learning in safe, cost effective ways.

In July 2017, the State announced its first cybersecurity strategy. April 2018 brought the release of the first Cybersecurity Action Plan[1]. Connecticut hired its first Chief Information Security Officer in March 2020. While these activities provide a solid basis for reducing cybersecurity risks, our adversaries continue to view Connecticut state government as an attractive target. More will need to be done to keep up with escalating challenges.

In January 2019, Governor Lamont outlined a new focus for the State of Connecticut: To become the first all-digital government. The biennial budget enacted in June 2019 established a new Digital Government Services team within the Department of Administrative Services. The CT Digital Services Team obtained funding, conducted an open procurement and launched a new service: Business.CT.GOV in less than 12 months. This new business portal makes it easier for businesses to open in CT and is the first offering to improve the relationship between the state and the business community. There are several releases planned that bring additional improvement.

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. Uncertainty in out-year budgets will continue to drive reductions in operating funds, while demands for future technology skills are growing.

Over forty-six percent of the IT workforce is over the age of 55. This represents a critical risk for the state as talented professionals become more apt to elect for retirement and take critical knowledge out with them. When you combine a lack of depth in skills with a large-scale retirement potential, the risks to ongoing state technology operations are very high.

[1] https://portal.ct.gov/-/media/DAS/BEST/Security-Services/CT-Cybersecurity-Action-Plan-Final.pdf?la=en

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. Thirty-seven of the largest state agencies reported 705 applications in the portfolio. Although the state reduced the number of applications from 762 in 2018 to 705 in 2020, a substantial improvement, there are still too many applications. Most of these applications have been in place for several years (average age 9.2 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. This lack of integration also creates additional work for our constituents as they must enter the same data into multiple different state systems.

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. A relevant example includes the continued maturation of the Enterprise Voice Over IP System that has been rolled out to 65 agencies locations encompassing over 21,000 phones.

Developing shared solutions that meet the needs of many different agencies will take time. Our strategy embraces continued efficiency through shared solutions. The delivery of efficiencies through this approach without a wholesale change to technology support 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. leadership development, business process improvement, data analysis and integration, and enterprise architecture skills all drive technology towards greater impact, yet are generally missing from the State of Connecticut workforce and job classifications.

FY 2021 Strategy

In FY 2021, the state focus on three things:

- Optimizing state IT resources and expenditures over a two-year horizon to better meet our current challenges
- Accelerating movement to Digital Government Services; and
- Reducing cyber-security risks across state government

GOAL 1 – IT OPTIMIZATION

Leveraging technology requires careful planning and flexibility in a changing business environment, especially with the breadth and variety of state government functions. DAS is leading an effort alongside OPM and all executive branch agencies to completely rethink how technology services are delivered in state government. Through this effort, the State will apply the full capabilities and scale of state government to improve employee engagement and alignment, increase automation, apply skills flexibly across agencies, standardize software and support; plan holistically and build the skills in our workforce that are currently in high demand. We will do this by creating an IT shared services organization that:

- Is a great place to work;
- Is the agency IT provider of choice; and
- Is viewed as experts in the field.

We will utilize technology and collaboration to empower the state workforce to greater capabilities and outcomes. Through the 2020 pandemic response we delivered great results. Now we will optimize our teams to deliver spectacularly on a more regular basis.

GOAL 2 – ACCELERATE 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. The situation evolving out of the pandemic only underscores the need for rapid digitization of state services, aligned to Governor Lamont's vision of "online, not in-line".

The guiding principles for the Digital Government Services (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

While there are multiple initiatives across agencies that are already in motion or are being planned, broadly the strategy for these initiatives revolve around the following:

- Understand the end users' needs through research – *Speak My Language, Connect Me, Partner with Me, Tailor to Me*
- Transform user experience through new ways of interacting with government, including technologies such as mobile, chatbots, voice; common branding and design focusing on simplicity and accessibility; secure yet frictionless services like Single Sign On, payments, notification, address management etc.
- Treat data as a statewide asset. Standardize definition of entities like Citizens, Businesses, Families, Services and many other domains so that agency "seams" can be hidden
- Simplify cross-agency data-sharing through standardized data exchange agreements between agencies as well utilize technology to orchestrate workflows that facilitates obtaining end user consent and exchanging data and outcomes in a secure and auditable manner
- Strive for rapid application delivery platform by standing-up state-wide enterprise capabilities and services in the areas of security and privacy, identity, integration, cloud, devops, design assets and business platforms

As Governor Lamont emphasized, this will take some time, but we need to begin now. The DGS team will continue to incrementally bring these practices by partnering with agencies to make progress on both delivering agency outcomes as well as maturing state-wide capabilities.

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. No longer is a User ID and password alone sufficient to access most state systems.

In FY 2020 the state will be increasing our security monitoring and response capabilities. We will be expanding our visibility into security risks and reducing our time to detect and respond to incidents.

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

When the unprecedented situation developed with the COVID-19 pandemic, Connecticut reacted swiftly to adjust on many fronts:

- Keeping the constituents and businesses informed of the evolving situation
- Quickly manage the deployment of pandemic related relief programs
- Facilitating remote working for the State Executive Branch personnel

The state was able to reap the benefits of investments and progress made on the new Digital capabilities to quickly deploy websites like CT Coronavirus and CT Business Reopening and Recovery Center. This rapid response validated the power of agile iterative development through cross-functional teams, at the same time underscored some of the gaps and needs for common readily available services, more mature customer interaction channels and availability of connected data and insights. These gaps will be addressed through the strategy adopted for Digital Government over the next few years.

The state also rolled out a new service to serve the business community: business.ct.gov. This business facing portal helps a business owner simplify the process of working with the state. This initiative also unveiled a new, reusable, application architecture and the creation of a number of enterprise platforms and design assets that will be the foundation of Digital Government initiatives in the years to come. Some of the ongoing initiatives like digitization of DMV Services, the new CT Paid Leave platform are already being built on this new architecture stack.

The State continued to build on the new, mobile-friendly state portal that was launched in 2016. Thirty agencies are live on the new platform and three more in the implementation process.

Details of other initiatives can be found in the later part of the report under individual agency sections.

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.

Leverage enterprise collaboration tools

In FY2020, the state began an investment to bring modern tools to state employees. The effort began with careful planning on what a statewide model would need and started with agency pilots. Additional agencies were enabled through the FY. When the pandemic and remote work arrived in earnest in March 2020, the value of this investment came to light. All agencies were immediately enabled with Microsoft Teams for online meeting, document sharing and collaboration. Multi-factor authentication was enabled for users to securely access internal systems by leveraging advanced cloud security. Over 2/3 of all state email accounts have been migrated to the cloud with the remainder to be completed this fall. The state could not have been as productive as we have been without this enterprise, shared capability.

Agency Reports

Aging and Disability Services, Department of

Mission

The mission of the Department of Aging and Disability Services (ADS) 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. ADS administer legislatively authorized programs, as well as several federal programs and grants, each with a common thread of serving individuals with disabilities.

Technology Strategy

ADS IT provides 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 continue to 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

- Deployed over 350 laptops and desktops, without any external assistance, with newly built Windows 10 image, with Microsoft (MS) 365 and DAS-BEST provided security guidelines.
- Collaborated with DAS-BEST on the deployment of Microsoft 365 technology to our agency end users.
- Procured new infrastructure hardware and software to replace agency's old VMware solution. Hardware has been mounted and configuration is in process.
- Responded quickly to enable remote access for the entire agency in response to COVID-19 related teleworking arrangements. Provided various technical solutions to support end user needs in telework environment.
- Expanded the use of MS Teams, in collaboration with agency program staff, which enhanced organizational communication within our telework environment. MS Teams is used extensively by ADS IT staff to provide helpdesk support, remote access, live chat, etc. Program staff utilize Teams to facilitate consumer and employee/staff meetings, as well as collaborating to provide support and problem-solving to co-workers, other agencies and individuals served.

- Collaborated with DAS-BEST to implement Intune for management of our agency phones and other supported devices.
- Designed and built production environment for the BESB System 7 application/case management system and migrated the application from technology that was decades old and fragile to a new, sound environment.
- Designed and built from scratch an application-building platform, by installing Team Foundation Server, developing shared-code library (ADSLib.dll), etc.
- Built the ADS Application Access Portal site – https://adsportal.ct.gov/ADSportal/Default.aspx, which provides login, role-based access to web-shared resources for all ADS in-house web-applications to increase productivity in the telework environment.
- Built a web-based application for our Business Enterprise Program (BEP) in .NET platform, and migrated all data, and replaced existing 20-year-old technology.
- Converted a legacy Windows-based Volunteer Services application to a web-based application.
- Migrated BRS and BESB's voucher payment process from DSS server to ADS server. The complex process involves XML files over FTP transfer between Core-CT and our agency's System7 case management systems applications.

Digital Government

List of Online Services Available:

- State website: www.ct.gov/ADS and www.ct.gov/connect-ability
- Client information website: www.cttechact.com, www.elearning.connect-ability.com
- Long Term Care Ombudsman Program website: https://portal.ct.gov/LTCOP
- CT Elder Justice Coalition website: https://elderjusticect.org/
- Intranet for ADS employees to access employment related information
- Social media websites: https://twitter.com/ADS__CT, https://www.facebook.com/ADSConnecticut, https://www.linkedin.com/in/brsct/, https://www.youtube.com/channel/UCzc2xHDq5WYgVr_bpar9jrg, https://www.instagram.com/ads__ct/

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:

- Ombudsman's Involuntary Transfer and Discharge Notification System for nursing homes: https://adsportal.ct.gov/CTITDNOTIF/Default.aspx
- Public interface ADS Forums web application: https://portaldir.ct.gov/ADS/asdforums/default.aspx

Planned Applications

- Convert Workers Rehabilitation Services case management system/application from Sybase-Power Builder to SQL .NET web-based flatform.
- Develop public interfacing web-application for Ombudsmen user group: Involuntary Transfer and Discharge Notification https://adsportal.ct.gov/CTITDNOTIF/Default.aspx
- Migrate the Long-Term Care Program (LTCP) application from the DSS environment to ADS. Convert and combine three separate components of the LTCP application to a single web-based application.
- Convert existing MS Access database applications to SQL server. Use the current MS Access interface and link it to a SQL Server database, instead of an MS Access database.
- Complete installation and configuration of newly procured hardware. Migrate the existing Virtual Machine (VM) infrastructure and data file storage to new platform.
- Upgrade existing VM infrastructure to newer version.
- Migrate business critical physical servers to VMs.
- Redesign and implement a disaster recovery plan, using replaced hardware in Groton as the backup redundant site.

FY 2021 Technology Budget

Planned agency technology expenditures:

- Hardware/Software Maintenance and Support ($50,000)
- Software Updates ($50,000)
- IT Consultant Services ($100,000)
- Telecommunications/Data Upgrades ($50,000)

FY 2021 Technology Major Expenditures

Planned agency technology expenditures in excess of $100K:

- None

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

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 and Windsor locations for 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

- Keeping all CAES computers operating systems up to date. Currently running Windows 10 Enterprise.
- Keeping all CAES computers up to date using Office 365 and MS Teams
- We are currently moving forward to provide Wi-Fi for our Valley Laboratory at our Windsor location. (We are being provided 2 access points by EXTREME to give it a try. If all works well, we will add further access points as needed and will upgrade to EXTREME wi-fi when upgrade is needed in New Haven.)
- We need off-site backup and would like to house our virtual servers at the Groton Data Center OR use SharePoint 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 or SharePoint to be advised by DAS/BEST.
- 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
- 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 OR SharePoint.
- CAES would like to join the EXEC domain through DAS/BEST. If DAS/BEST finds this is advisable for CAES.
- Keep up to date with VOIP with the DAS/BEST Enterprise system installed at our New Haven, Windsor, and Lockwood Farm (only at the farm managers office) facilities.

- Would like to have VOIP phones installed at the Insectary at Lockwood Farm in Hamden (conduit needs to be run from the Farm Managers office to the insectary. The current conduit has a broken connection and unable to complete the connection). The Farm Managers office is a ADSL line with a State of CT router and the insectary is currently on a Frontier DSL line. Would like to have them all on the ADSL line with the State of CT router.
- Would like to have VOIP phone and LAN connections installed at Farm Managers Office at Valley Laboratory in Windsor the Insectary at Lockwood Farm in Hamden (conduit needs to be run from the Main Laboratory to the Farm Managers office)
- Would like to connect our Griswold Research Center in Griswold to the VOIP phone system from DAS/BEST enterprise system (They are on a DSL Line).

FY 2021 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 2021 Technology Major Expenditures

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

- NONE currently scheduled

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

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 (100% completed)

Digital Government

List of Online Services Available:

- ePardons for public use

List of Online Services Requested by Constituents:

- ECM Document Management System

List of Online Services Planned to be made available:

- eParole based on future circumstances
- ECM Document Management Sys (in progress FY2020/2021)

Planned Applications

- Y: drive - ECM Document Management Sys
- Office 365 cloud based (MS Outlook, Excel, Word)
- Wireless network office-wide
- Hearing Video conversion from phone line to network (IP) –delayed by DOC

FY 2021 Technology Budget

• Hardware: Laptops, desktops, tablets-TBD	$50,000
• Software: Adobe Pro license	$ 2,000
• Subscriptions: Office365	$ 2,000
• Telecom and Data	$ 5,000
• ePardon Maintenance	$60,000
• ECM Document Maintenance	$10,000
• Wireless Network office-wide system	$60,000
Total expected FY2021:	**$189,000**

FY 2021 Technology Major Expenditures

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

- Wireless Network office-wide infrastructure updates, Office Virtualization

FY 2021 Structural and Process Changes

- IT structure implementation – Changing my position to IT supervisor position reporting to Executive or Deputy Director. This change would help establish BOPP IT independence from DOC and enable inclusion into State IT projects which currently only DOC is covering (also for us).
- future full or part time IT trainee to help with coverage, projects

Connecticut Department of Agriculture

Mission

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

Technology Strategy

DOAG believes in technology which will assist our employees and constituents in their day-to-day operations. Our agency wants to continue to invest in technologies which will improve our operations, capture more data, and is more user friendly for our customers. DOAG will rely on the Department of Administrative Service and Bureau of Enterprise System and Technologies to assist with providing the best technology services and training our agency can invest in.

For FY 2021, DOAG will be working to accomplish its goal of establishing all licensing transactions online. We will also be investing and implementing our mobile inspections technologies. These services through Mi-Corp will enable our agents to capture more useful data in real time, which will help us better serve our customers. DOAG 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

Last year, DOAG began moving licensing applications and transactions to being fully online, creating a simpler process for our customers to apply for new, or renew, licenses, and to pay online.

Digital Government

List of Online Services Available:

- eLicense (Licenses and Renewals for agricultural services in CT)
- Microsoft Teams/SharePoint (Employee cloud-based services and operations)

- Mi-Corp (Mobile Inspections Application)

List of Online Services Requested by Constituents:

- More online licensing services
- Agricultural data (e.g. crop production)

List of Online Services Planned to be made available:

- eLicense

Planned Applications

The Mi-Corp application will allow us to have truly mobile inspections. It is not dependent on having an internet and VPN connection to the eLicense back end when not in the office. The Mi-Corp product can operate without an active internet connection and sync to the system when internet is available.

All regulatory services units will benefit. Our goal is to have all inspections conducted electronically (dairy, animal control, ag commodities, produce safety etc.)

FY 2021 Technology Budget

Outline a plan for technology spend from all sources:

Hardware	$15,000.00
Software	$17,500.00
Services (consulting)	$95,000.00
Subscriptions:	$7,500.00
Telecom and Data	$0

FY 2021 Technology Major Expenditures

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

- N/A

Connecticut State Colleges & Universities

Mission

The Connecticut State Colleges & Universities (CSCU) contribute to the creation of knowledgeable citizens for 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 has completed 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, moving the 5 ERP systems to the cloud will reduce operating costs dramatically, as senior IT staff begin to retire, while providing 24-hour operational support to these critical systems. The systems cloud based strategy has also enhanced security. The system looks to leverage technology to support the consolidation of back office functions and align 12 community colleges into a single institution. The system acknowledges 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 single a 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 online 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

Digital Government

List of Online Services Available:

- Online registration
- Online admissions
- Online financial aid processing through a secure digital portal
- Online educational courses through Blackboard
- Online bill payment through TouchNet
- Office 365 One Drive
- Video Conferencing for Students in Microsoft Teams, WebEx, and Collaborate
- Mobile app partially deployed at several schools.
- Online Advising and Telemedicine

List of Online Services Requested by Constituents:

- Online texting of students

List of Online Services Planned to be made available:

- Centralized online purchasing for CSCU staff.

Planned Applications

Since this is the closeout of the 5-year strategic IT plan and the retirement of the current CIO, the next report will be based on the new CIO's vision for the future of CSCU. One new initiative is to consolidate the 12 community colleges into a single institution and a more streamlined ERP system.

FY 2021 Technology Budget

Hardware	
UC Upgrade	$ 232,701.00
InfoBlox Refresh	$ 334,298.00
Banner Consolidation	$ 2,000,000.00
	$ 2,566,999.00
Software	
BannerCloudSoftwareMntnc	$ 117,950.00
BannerCloudSaaS	$ 956,350.00
BannerCloudHosting	$ 1,818,300.00
Bb Learning Core SaaS	$ 725,550.00
BbAlly	$ 52,450.00
Symplicity Licensing	$ 410,411.00
	$ 4,081,011.00
Services	
Symplicity Implementaiton	$ 284,580.00
Foresite Managed Services	$ 999,999.00
Ellucian ConsolidationSupport Services /Fees	$ 2,631,691.00
	$ 3,916,270.00
Subscriptions	
Gartner	$ 117,000.00
Nercomp	$ 3,096.00
Educause	$ 29,319.00
	$ 149,415.00
Telecom/Data	
Cisco ELA	$ 698,962.00
Presidio Managed Services	$ 474,300.00
	$ 1,173,262.00

FY 2021 Technology Major Expenditures

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

- Move the community colleges to a new ERP system under one college 4.6m
- Upgrade UC and Edge network devices TBD
- Virtualize administrative desktops and common used applications/servers TBD

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

The strategy for this fiscal year is to continue to take steps to ensure a stable IT infrastructure and a secure environment to support the work of staff; patron access to a wide range of online resources; and the digitization of the State Library's collection. This includes work with DAS/BEST Enterprise Services to assess current capabilities; to identify effective ways to coordinate and consolidate activities; to determine what needs to be done at the State Library and what can be done more effectively by BEST; to make changes to ensure the security of systems and data; and continue to take full advantage of e-rate funding to reduce telecommunication costs. The Division of Library Development will continue its partnership with the Connecticut Education Network in administering the Fiber to the Libraries grant program and the Connecticut Libraries Fiber Consortium.

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 its cybersecurity efforts and values the State's Security Mentor end-user training. Staff received training in file organization and standards in preparation for the Executive Domain migration. The IBM Enterprise Records (IER) Manager Navigator Project – In Flight was added to the ECM Suite and will enable the Atlas Retention Policy Platform to communicate 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 to manage the records lifecycle all the way through to destruction or archiving of the record. Work

continued with the Connecticut Digital Archive (CTDA) to preserve our digital assets in this repository.

The Newspapers of Connecticut project began uploading issues of the South Norwalk Sentinel (a collaboration of the Norwalk Public Library and the State Library), covering the period of November 24, 1870 to August 4, 1880 (500 issues with a total of 2,006 pages) into the CTDA. No content was added to the CTDA from the National Endowment for Humanities (NEH) grant-funded Connecticut Digital Newspaper Project. Archive-It, a subscription web archiving service allowed the Library to harvest, build, and preserve collections of digital content across State agencies. Eventually all digital content will be ingested into the 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 issued to the Library for the Blind (LBPH) a state-of-the-art audio book duplication system, Called Gutenberg, based on internet access and cloud computing. This has significantly increased LBPH's productivity and simplified its processing.

Digital Government

List of Online Services Available:

The State Library uses a variety of social media platforms to serve other agencies and the public. These include: 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 Division of Library Development administers the Connecticut Digital Library (CTDL) which consists of: *researchIT CT* (formerly iCONN) a statewide suite of databases; *findIT,* the statewide catalog; and *reQuestIT*, the statewide interlibrary loan service.

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.

ArchiveIT, a web archiving system, enables the Library to harvest, build, and preserve collections of digital content throughout State agencies. The Agency also provides onsite access to additional databases that cannot be licensed for remote use. The Agency provides access to much of its digital collection through ContentDM. An initiative has begun to create the means to transfer the Library's digital collection to CTDA.

List of Online Services Requested by Constituents:

The Division of Library Development administers the *eGO* platform in partnership with Lyrasis, Lyrasis provides development and IT support for this proprietary eBook platform. This is the first of its kind in the country. 39 Connecticut libraries have gone live in the *SimplyE app.* 143 of the 192 public libraries in Connecticut are now configured in the *SimplyE app*.The State Library has purchased 3,239 new items to bring the number of items available to constituents to 24,227.

List of Online Services Planned to be made available:

- Continue to expand the in-house databases and indexes (available to the public on Agency websites) of archival materials.
- Expand the in-house subscription databases/indexes to include more remotely accessible resources for CT State Library borrowing cardholders.
- Continue to create an online transaction opportunity (e-Commerce) to sell materials like books, maps etc. and surplus

Planned Applications

Continue with M365 Upgrade; Sharepoint; Bitcurator for Archives & Adobe subscriptions

FY 2021 Technology Budget

Hardware: $100,000 (PC refresh; microfilm scanner replacement project)

Software: $12,000 (Library appl, MS licensing)

Services (consulting): None

Subscriptions: $2.5 Million (eBooks, library databases, ContentDM, ArchiveIT)

CTDL: Bibliomation, $249,593 for system infrastructure, *FindIT* database maintenance, software development, and continuation of building out connectors

Telecom and Data - Telecom and Data - $7,500 (Extreme) $1,560 (CEN - $15,600 – 90% e-rate)

FY 2021 Technology Major Expenditures

- Statewide Union Catalog and Interlibrary Loan System hardware, software, and service: $232,561
- Subscriptions to online databases and library materials: $2,000,000
- Statewide eGO eBook platform and content: $500,000
- Fiber Grant project in partnership with CT Education Network (CEN) to build out fiber connections to public libraries: $1,800,000
- Connecticut Digital Newspaper project: $428,000

  (funded by a NEH grant)

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 – Application Services

- Implemented a set of new e-Government initiatives for online services, content migrations and mobile/progressive web applications
- Coordinated and implemented over 20 new web-based application projects. Some of these new applications work towards modernizing existing processes by eliminating paper and giving the customer a paperless, user friendly, online experience
- Continued expansion of the licensing and permitting platform to agencies:
- Oversight and direct management of the development and support of a new Mobile Inspection application in support of agency field inspector data collection needs

- Successfully deployed enterprise content management solution to streamline the capture, storage and retrieval of agency unstructured data (TRB, DOC BoPP)
- Participated in the planning, delivery and support of the State's timekeeping and scheduling system early implementations (DCF)

BEST – Compute Division

- Successfully implemented a State Commercial Azure tenant with connectivity to the State's Groton Data Center utilizing the new capability to support CT Digital Services Business One Stop.
- Analyzed, selected and began replacement of the states' enterprise storage infrastructure. New storage approach is cloud ready to facilitate new computing options.
- Deployed an automation tool (Ansible) to simplify server builds and configuration management tasks through code. These are the first steps in a larger automation strategy.
- Rapidly addressed the state's need to empower remote workers by providing multiple technology options to allow State employees to work from home securely.
- VDI - Virtual Desktops in Azure – Enabled cloud based in three weeks. This setup allows fast enablement of remote work while minimizing costs to only the time that the desktops are in use.
- Virtual Private Network Server Deployment – Rapid deployment of infrastructure in support of the rapid demand for remote access through VPN connectivity.
- Connecticut Voter Registration System – Improved remote access and security

BEST – CT Digital Service

As part of the Governor's vision, the CT Digital Service was established to deliver a cost-effective and user-friendly government experience for everyone in the State of Connecticut. After initial launch in April 2019, the team made progress utilizing data-driven decision making, user-centered design, transparency, and iterative development and procurement processes to improve the State's digital products

- Launched Minimum Viable Product (MVP) release of new business.ct.gov web application allowing businesses to dramatically reduce the time to research how to start a business in the State of CT
- New Design System for the state

- Improved CT.gov and multiple agency websites and content
- Provided support for numerous COVID-19 digital needs, analytics and chatbot
- Expanded site search to include content embedded within pdf documents
- Enhanced DAS social presence with new blog and twitter widget.
- Partnered with DMV to build a highly customized online document assistant to intelligently guide users through the Real ID process.

BEST – Enterprise Architecture

- Business One Stop Go-live with a brand-new architecture and technology stack
- Rapid response to digitization needs from OTG, DECD and DPH to address COVID-19 related response, recovery and reopening efforts
- Selected and implemented modern platform for Citizen Identity (Go live as part of Business One Stop)
- Azure platform services to aid faster provisioning of application environment (Go live as part of Business One Stop)
- Developed Salesforce hub and spoke architecture and governance
- Selected and implemented integration platform to seamlessly connect agency application and data (Oct '20 go-live)
- Automated build pipelines using devops tools to optimize and govern application development process. This will enhance speed and reduce defects (Go live as part of Business One Stop)
- Focused on data as an enterprise asset, working with agencies to arrive at a common understanding on defining and identifying businesses uniquely across the state (Oct '20 go-live)
- Intervened and aligned multiple key initiatives across agencies like PFMLIA, DMV, OEC towards a common enterprise vision.
- Reviewed 10+ SaaS product buy initiatives from agencies and ensured adoption of right data security, access control and integration standards
- Federation of Azure Active Directory and SAAS applications to reduce access control risk and better lifecycle management
- Arranged architecture sessions and fire-side chats with agencies to create awareness on new platform architecture
- Initiated collaboration through Community of Practice models on technology topics to learn and share

BEST – Network Services

- Designed and implemented a Virtual Private Network (VPN) infrastructure could successfully scale to support over 28,000 concurrent users and Branch-to-Branch services within the State of Connecticut for COVID-19 emergency requirements.
- Successfully migrated, repurposed and decommissioned the Wide Area Network along with the associated data circuits for the Office of the Treasurer, Office of the Attorney General, Comptroller's Office and Teacher's Retirement Board out of leased space into the newly renovated State-owned Office facilities saving substantial leasing and circuit costs to all affected sites as well as a minimum of $220,000 in cost avoidance.
- Network Services provisioned dozens of additional circuits over the Public Safety Digital Network (PSDN) to a wide range of state, municipal and non-profit public safety entities to transport critical public safety communications data. This facilitated increased resiliency and regionalization of emergency services and allowed the cancellation of numerous costly wire-line and broadband services.
- Conducted a comprehensive re-evaluation and redesign of the PSDN that will be implemented over the next 2 years that could potentially save the State of Connecticut up to $30M in the subsequent 10 years.
- Designed and built connectivity on the PSDN for a new private network between all State Police Troop locations (14 in total) and Mutual Link. This connectivity was provided as a free service and could be employed in the event there's a "active shooter" incident at any state College or University location.
- Obtained a $240,000 grant under the auspices of DESPP/CJIS to design and implement new, consolidated network infrastructure across 125 public safety locations in order to make them easier to maintain and scale.
- Refreshed 140 UPS units at CPT sites which added increased disaster recovery and business continuity capabilities while decreasing the potential of data loss or compromise.
- Implemented "express route" public cloud (Azure) connectivity which enables rapid application development and deployment to meet emergent agency needs within a compressed timeline.

BEST - Security Systems and Operations

- Established a Chief Information Security Officer (CISO) for DAS/BEST and the State of Connecticut. Established a series of tactical programs to improve the State's security program.
- Planned effort to improve Security Operations Center (SOC) to 24/7 coverage.

- Drafted nine security standards including Authentication standard, Password Policy and Access Control.

BEST – Unified Communications

- Worked with a state-approved audio-visual vendor on the refresh of video conference solution to a Microsoft Teams-compatible audio/visual room utilizing a majority of existing hardware. Anticipated savings projected to be over $400,000 over the next 10 years.
- Migrated over 15,000 state employees to Microsoft 365 cloud based services. This enterprise agreement saved the state 20% off our normal government rates and brought new collaboration technologies that have been invaluable in the COVID-19 response.
- Completed all executive relocations for roughly 750 state employees located within to the 165 Capitol Avenue building.
- Continued deployment of the state's enterprise telephone system - currently in service with over 21,000 Executive Branch users across 90+ locations. During the initial stages of the COVID emergency, the system successfully handled a peak of 161,000 calls in one day.
- Major deployments currently underway or completed include DESPP, DCF, Department of Banking and Department of Insurance, which will result in major savings in maintenance, hardware, and telecommunications circuit charges.
- The Enterprise system is being migrated to a new manufacturer-supported software version which will provide more feature-functionality and compliance including PII, FTI and PHI.
- Completed major software upgrades and hardware replacement to the RightFax Server solution, an application designed to eliminate fax machines at Executive branch facilities thus reducing annual hardware maintenance cost, telecommunications circuit costs and hardware replacement.
- Consulted with the State Attorney's Office and issued a request for proposal to ensure State compliance new legislation passed concerning E911 laws, including Kari's Law and the Ray Baum Act, which take effect in February of 2021.
- Rapidly deployed softphone and advanced telecommunications services for over 4,000 users in support of the onset of the COVID-19 emergency.

People Services

A new shared services technology organization requires an aligned leadership team, a motivated and engaged workforce and a set of processes to support continual growth of our most precious asset: our people. Our people team began a management skills

development pilot, conducted a survey of IT employees and developed communication and training initiatives to address employee needs, and brought leadership to IT Optimization agency engagement activities.

Agency Engagement Services

A new shared services technology organization also requires a more structured agency engagement model to ensure the unique needs of each agency are being met. The Agency Engagement Services team has interviewed several other states for best practices in customer relationship management and satisfaction. The team has also started workstream planning efforts to gather best practices from Connecticut state agencies.

Digital Government

List of Online Services Available:

- Business.ct.gov
- Service.ct.gov
- 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 Dashboard
- Business Registration

Planned Applications

- Citizen One Stop
- Bucks Recovery Application Modernization

FY 2021 Technology Budget

Hardware	$9,971,370
Services (Consulting)	$14,598,097
Software	$19,035,842
Subscriptions (Research)	$100,657
Subscriptions (Cloud)	$705,267
Telecom	$4,971,270

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

- eLicense implemented
- Changed Internet connection to the MAN (Metropolitan Area Network) with failover to the State Armory
- Migrated to the Avaya Enterprise Phone System managed by DAS/BEST
- Supported and rolled out equipment for all staff to Telework
- Implemented DAS/BEST System Center Configuration Manager for imaging and patching all managed devices
- Enabled Hearing Room with Audio, Video, and Recording equipment

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 non-mortgage license types through NMLS
- Online license application and renewal for Investment Advisors through IARD

- Online license application and renewal for Broker/Dealers through CRD
- Online Scheduling and conducting of independent and multi-state examinations
- Securities registrations and notice filings including
    - Exemption/Notice Filings
    - UIT notice filings
    - Mutual Fund notice filings and renewals
    - Registration by Coordination
    - Registration by Qualification (Reg A)
    - Business Opportunity Registration
    - Business Opportunity Exemption Notices (Trademark filings)
    - Agent of Issuer filings

List of Online Services Requested by Constituents:

- Ability to make the industry data Banking collects available to entities that want to utilize it

List of Online Services Planned to be made available:

- The National Credit Union Administration (NCUA) will be issuing the Modern Examination and Risk Identification Tool (MERIT) and will be used by credit unions to interact and share information with examiners
- Electronic submission of certain state securities filing material including Form NF for Unit Investment Trust (UIT) and Mutual Fund offerings as well as Form D for Regulation D, Rule 506 offerings and payment of related fees with the implementation of NASAA's EFD (Electronic Filing Depository) system. Although currently available through the E License system, EFD allows the user to file in multiple states simultaneously increasing efficiencies and saving time for the user.

Planned Applications

- eLicense Enhancements – Multiple Online Account Users by Contact
- Implement Casepoint, a Software as a Service (SaaS) Solution
- Implement an Enterprise Content Management System (FileNet)
- Add wireless access to the Banking office
- Evaluate Learning Management System Options (such as SABA) for tracking training and certification requirements
- Assessment of data available and tools to perform advanced analytics
- Re-evaluate the agency's Disaster Recovery and Continuity of Operations Plans

FY 2020 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware $50,000
- Software $0
- Maintenance $37,275
- Services (consulting) $360,000
- Subscriptions $50,000
- Telecom and Data $25,950

FY 2020 Technology Major Expenditures

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

- eLicense Enhancements
- Enterprise Content Management System (FileNet)

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

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 cross-cutting themes and overall mission and strategy the following technology strategy goals have been put into place:

Technology Strategy Goals

- Improve Customer Satisfaction and expand on-line service delivery
- Improve Worker Mobility, Collaboration, and Accessibility
- Facilitate Exchange of Data with State and Federal Partners
- Increase Data Quality and Implement Data Governance
- Increase System Security and Compliance
- Optimize Internal Process Efficiency and Effectiveness
- Improve Asset Management and optimize ROI
- Develop and Enhance Skills Sets of Staff
- Consolidate and Standardize Technologies
- Improve Disaster Recovery and validate capabilities through regular disaster simulation exercises

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

Technology Achievements for 2020

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:

- Improved Matching of Needs and Services by automating the referral process thru the creation of the URF Dynamics 365 solution.

- Conducted and created an Intake Time Study Report which measured time spent by workers and will inform the development of CT-KIND and help optimize the intake business process and inform the caseload weighting standards.
- Updated the Safety and Risk Assessment SDM tools used to guide staff in making decisions. Replaced tools that were over 10 years old and needed enhancements to meet the current needs of the families served, as well as changes to child welfare legislation, policy, and practice.
- Implemented App Dynamics to monitor and detect application performance issues and enhances the ability of the Application Support team to identify application and performance issues as early as possible before releasing code to production. AppDynamics helps identify issues before they are experienced in production, ensuring staff and clients are free from system performance disruptions.
- Started implementing online video tutorials for the new CT-KIND system to familiarize people with the new Dynamics 365 technology. More videos will be built to allow staff to learn at their own pace, improve their skills and to always have the most up to date and most relevant knowledge of all CT-KIND processes at their disposal when they need it.
- Created the new Mandated Reporter Portal which allows Child Protective Service Reports to be completed online. There are 50k+ Mandate reporters in the state of CT.
- Implemented Careline Module Dashboards to optimize the process of assigning CPS Reports to Careline and Area Office Intake units. This includes the ability to associate documents, video, and audio to the CPS reports.
- Completed Careline integration with SDM Screening and Response Tool and association of the SDM results to the CPS Report
- Implemented Automated sampling of in-home and foster care cases for the Case Review System (CRS). Automated the matching and importing of cases from the federal system to the Connecticut System.
- Configured and distributed 2,400 Mobile tablets to our front-line staff including hotspot and VPN capabilities with multifactor security to ensure maximum productivity in the field and away from the office. This technological capability which was realized long before COVID and continues to be expanded on during COVID allowed for continued service to our clients while minimizing pandemic risk to both DCF workers and clients.
- Implementing Cloud Call Center for Careline using Five9 technology and currently working on the IVR, Call Recording, Call Routing, Supervisor, Dashboards capabilities. This will be followed by integration with the Dynamics Connector and screen pops for the Careline Dashboards and Forms, as well as Quality Management and Workforce management solutions. The system will bring many benefits to DCF such as increased system reliability, integration with CT-KIND, automated call routing, call statistics by worker, call volume

prediction to help inform call center staffing needs, mobile workforce (work from anywhere) and reduced costs when compared with the current solution.

- LEAN Events held during FY 2020:
  - Integrated Family Care and Support (IFCS) - July 2019
  - Accounts Payable - July 2019
  - Redaction and Record Requests - September 2019
  - Case Planning - September 2019
  - Placements - September 2019
  - Post-Secondary Education (PSE) Planning Process - September 2019
  - 1099 Reporting Process - October 2019

LINK (DCF's legacy child welfare system)

Pending Intake Completion Report: Phase 1

Implemented a Pending Intake Completion report that addresses the needs of the Federal requirements for the Children and Family Service Reviews (CFSR) and Program Improvement Plan (PIP). The report improves case practice when cases are either closed or transferred from Intake while reducing delays in providing family services.

Service Code 642 and 533 Rate

This development change allows for accurate foster care services payments following rate changes effective July 1, 2018, without the need for fiscal payment adjustments and their associated overhead.

Results-Oriented Management (ROM) Public Site

To assist in meeting the mandates of PA 18-175 (CT Public Act section on Data Management and Processes, https://cga.ct.gov/2018/act/pa/pdf/2018PA-00175-R00HB-05517-PA.pdf), as well as provide the public with relevant high-value data, DCF has deployed a new public-facing web site version of the existing ROM reporting system. Upgrades were engineered for public consumption that ensures the confidentiality of client-level data.

Rehab Option (PNMI) Claiming Changes

This project satisfies new legislation regarding the State Plan Amendment (SPA) No.11-010. This newly created capability enables per diem rate setting and claiming.

Discharged with IV-E Code 300 to 399

This newly created automated report enables notification to the Eligibility workers to conduct timely case closures for children not eligible (300-399 series codes). This system will help reduce the errors and ensure better outcomes for the State's Federal IV-E Grantee (fiscal review/audit).

Provider Information Exchange (PIE) Integration with Master Data Management (MDM) Tools

The project provides automation to validate providers that are entering into PIE and accurately matching against LINK data (e.g., person details; date of birth, address, etc.). Notifications help prompt data corrections. The current manual processes are replaced by dashboard functionality that flags duplicates and highlights any needed changes.

Integrated Family Care and Support (IFCS) LINK Enhancement

To satisfy new legislation, a new disposition was added in LINK to mark referrals from Intake/Investigations to IFCS allowing DCF the ability to identify those families referred to the IFCS Program through the Differential Response System (DRS) completion report.

Windows Server 2003 to Windows Server 2016 IIS / App Migration

Migrated Applications hosted on DAS-BEST Windows 2003 Servers to project intended to use supported software to decrease the risk of viruses and other security threats. These servers affected http://eww.dcf.ct.gov and other agencies Intranet sites (internal only).DAS-BEST Windows 2016 Servers. The

Vulnerable Populations 500FF

To support the Governor's initiative on Housing and Support for Vulnerable Populations DCF created a matching algorithm that matched HMIS data to Child Welfare data. This allowed the state of CT to be able to achieve better household outcomes for vulnerable populations with complex needs while also conserving scarce state resources by collaborating more effectively across agencies to serve all critical needs of each household and achieve stabilization while preventing costly cycling through the public systems.

2020 Baseline Code for National Youth in Transition Database (NYTD) Survey

Improved the logic to establish who receives a Nation Youth in Transition Baseline Survey. The code now produces a more accurate survey population and better aligns with the list of Adoption and Foster Care Reporting System (AFCARS) service types.

Region 4 Enter Care Report

The Quality Improvement (QI) Program Supervisor (PS) from Region 4 requested this now completed report containing children entering care between March 2016 and March 2018. This is to provide a baseline for a project they are working on in Region 4 for Racial Justice.

Other projects and initiatives

- Kronos Timekeeping and Scheduling: DCF is the first agency in the state to implement the Kronos application for scheduling, attendance, and time tracking, and payroll integration with Core-CT.

- Solnit Pro Video Watch Installation
  Implemented a DVR video recording system that will enhance security and oversight for Solnit facilities as well as viewing capabilities and retention for identified facility personnel.
- Tele-Family Therapy - Phase 1: implemented the ability to provide family therapy sessions for children at their residence. Here are the three major benefits:
  - Provides safe and increased contact during the pandemic between parents and children.
  - Reaches families that lack resources or reliable transportation.
  - Cuts out the staff travel time and associated costs while increasing clinician contact with multiple families.

Digital Government

List of Online Services Available:

- PIE – Provider Information Exchange
- Provider Gateway – One on One Mentoring
- Emergency Safety Intervention and Average Daily Census
- Training (Mandated Reporter, Medication Administration, Foster Care Provider, Fostering Health for Children)
- LIST – Application to track Youth Skills
- Electronic 603 and Delivery Tracking
- Runaway Database Consolidation and NCMEC Interfaces
- Comprehensive Addiction and Recovery Act (CARA) online system capable of collecting information about infants affected by substance abuse.
- Microsoft Teams online service - enables remote video family therapy sessions as well as remote visitations between parents and children committed to our psychiatric facilities
- Mandated Reporter Portal now allows filling Online Referrals and Child Protective Service Reports online
- Results-Oriented Management (ROM) Public Site provides the public with relevant high-value data concerning DCF while maintaining the confidentiality of the client-level data.

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:

- Employers / Background Checks – Submitting and Receiving CPS background checks

Planned Applications for fiscal 2021 (some are already in progress)

- Tele-Family Therapy Phase 2: will further enhance the ability to record, track, and search saved recordings. Additionally, integration with CT-KIND and the Electronic Medical Record (EMR) system
- SharePoint 2019:
  Migrate CT-KIND scale-out for SharePoint and integration with Dynamics and CareDirector.
- DB2 Version 12:
  Upgrade DB2 on the mainframe and regression test SACWIS and CCWIS applications.
- Intake Statement of Work (SOW):
  Implement the Intake Module for CT-KIND which covers all the work that happens post-Careline acceptance until the closing of an investigation and/or transfer to ongoing services. The system will be able to handle Differential Response Scenarios.
- Retire the Careline Components in LINK:
  As the Careline Module is completed and associated data is converted from LINK to CT-KIND, the components in LINK are being dismantled and decommissioned.
- Helpdesk System Upgrade
  Pursue a better client experience and a more cost-effective solution for helpdesk software including chatbots, inventory management, and knowledge management.

- Electronic Medical Record (EMR)
  Implement an Electronic Medical Record for Solnit facilities.

FY 2021 Technology Budget

Description	SFY2021 - Estimate
Personal Services	$ 6,000,000 *
Consulting	$ 10,500,000
Contracted Services	$ 13,000,000
Software	$ 4,600,000
Hardware	$ 3,200,000
Miscellaneous	$ 3,300,000

* Does not include fringe benefits

FY 2021 Technology Major Expenditures

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

- CCWIS Implementation and Maintenance
- Automated QA and Monitoring Tools for CCWIS
- Data Quality Governance System
- Dynamics Licensing
- Office 365 Licensing
- Windows Licensing
- VDI Licensing and Devices
- Helpdesk System
- Project Management / Agile Management System
- Electronic Health Records System
- Enterprise Phone System + Call Center
- Technical Training (Operations, Development, BI)
- Blades, Servers, Storage expansion, Switches, WIFI
- Smart Phones, Tablets, and Mobile Device Management, VPN Licensing

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

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 remote work, including mobile inspection integration with eLicense. 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 Microsoft 365
- Implemented the use of Teams across the agency
- Made use of app proxy to host mission critical applications
- Implemented Softphones
- Increased the use of DocuSign
- Implemented Live Chat in the Complaint Center
- Implemented ZOOM for public board meetings
- Issued 35 laptops for immediate use for remote work

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
- Online supervision
- License Verification

List of Online Services Requested by Constituents:

- Identify Alternate Email Addresses

List of Online Services Planned to be made available:

- Schedule Monthly Payments
- Identify Alternate Email Addresses
- Reporting of Continuing Education

Planned Applications

- Continue with mobile inspections

FY 2021 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware
  - Computer upgrades - $32,500
  - Casino networking - $46,000
- Subscriptions
  - Adobe Creative Cloud - $750
  - DocuSign - $3,000
  - LiveChat Inc - $4,200
  - PlanIt scheduling - $1095
- Services
  - Enhancements to eLicense - $7,000
- Telecom and Data
  - Softphone for Complaint Center - $1600

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 2021 Technology Major Expenditures

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

- None

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

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.
  Our core mission is based around Human Dignity:
  - Enhance wellness initiatives and organizational culture which support all employees' – Mind, Body, Spirit.
  - To continue as a national leader in protecting, safeguarding and improving the lives of all those who are affected by our mission.
  - Engage our community partners to assist in assuring positive outcomes, especially in the areas of employment, housing education and family reunification.
  - Ensure safe and humane environments, efficient and effective operations throughout the agency
  - Center around a compassionates approach, develop and implement progressive correctional practices and programs to increase successful reentry to our communities.

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 Departments' core values. We are striving to improve the management, facility services, staff interactions, mobility, remote capabilities, public interfaces and security and to provide timely, consistent and accurate information to those requiring information within and 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

- During this last fiscal year 18,127 tickets were handled by the DOC IT staff. Out of the total service tickets, there were 478 research related requests and 425 Health Service/EHR related requests.
- Completed Windows 10 upgrade on over 3000 computers at all DOC facilities.
- Migrated DOC Portal from Novell eDirectory to newer version using Microsoft Active Directory as part of migration to all Microsoft Product Line.
- Migrated eDirectory to Microsoft Active Directory to remove double login function to the network and eliminate Novell user database and passwords.
- Migrated File/Print/DNS/DHCP function from Novell/Microfocus to Microsoft.
- Retired last of the Windows 2003 and continue to retire 2008 servers as part of the server refresh effort.
- Enabled direct access to CaseNotes from DOC network for all users. This eliminated several servers and made the process quicker. Enabled CaseNotes access from VPN portal for users.
- Built new applications on VPN Portal (RDS, PuttyPortable, Atlas, MicroMain,) for work from home users.
- Enabled DOC network for remote connections for work at home and telework users.
- Enabled many DOC staff to work from home due to Covid-19 by providing laptops and access to DOC network.
- Implemented F5 Load Balancer on the network to distribute computer task over a set of computing resources to make processing more efficient.
- Implemented Redundancy for print server, SFTP, and DHCP network functions to avoid user downtime.
- Implemented several interfaces from Electronic Health Record system to labs and providers.
- Developed Administrative Remedies Application for DOC Health Unit.
- Completed wireless network pilot program at Central Office. Executive area and three conference rooms are ready for wireless use.
- Migrated .NET applications from Oracle to SQL server - this project saved over $250,000 a year in licensing cost.
- Successfully completed the data bridge for DOC and CSSD for data exchange between DOC and Judicial.
- Implemented Time Out Program workflow in CaseNotes for Parole/Special Parole. Offenders are granted the opportunity to participate in institutional programming and treatment.
- Started migration of email to the cloud and implementation of O365 for all DOC users. Project continues in FY21.

- Started KRONOS implementation. Project continues in FY21.

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:

- Visiting Application Process.
- Video Visitations.
- Court hearings.

List of Online Services Planned to be made available:

- Power School.
- Visiting Application Process.
- Video Visitations.
- Court hearings.

Planned Applications

- Medical Applications
- CaseNotes Database Migration
- Investigations Process Application
- Provider Billing system upgrade

- Infirmary Bed Tracking System

FY 2021 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware- $500,000 (maintenance and new).
- Software- $1,800,000 (maintenance and new).
- Services (consulting) - $150,000 Main Frame Programmer
- Subscriptions $25,000.
- Telecom and Data - $350,000.

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 2021 Technology Major Expenditures

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

- Cisco Maintenance and Support - $125,000.
- Microsoft Server Maintenance and Support - $200,000.
- Microsoft O365 – $400,000.
- EHR Maintenance and Support - $500,000.
- VMWare Maintenance and Support - $190,000
- Veeam Backup Maintenance and Support - $125,000.
- Novell ZenWorks Maintenance and Support - $110,000.
- Local/Long Distance Telecommunications - $320,000.
- Network Security Project - $300,000.
- Computers - $180,000.

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

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 3 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

- Migrated 1700 PC operating systems from Windows 7 to Windows 10, utilizing remote management software (SCCM)
- Upgraded 1700 PCs from Office 2010 to Office 365, utilizing remote management software (SCCM)
- Working with DAS IT, migrated 2000 Exchange Email accounts to the Cloud
- Trained 1700 DDS users in Windows 10 and Office 365
- Rolled out SharePoint Online and Teams with numerous Teams Sites and Channels
- Setup remote access (teleworking) for 1000 DDS Users

- Deployed 200 new laptops and 500 VPNs for teleworking
- Handled 19,947 help desk tickets (a 51% increase from FY2020)
- Upgraded numerous servers, circuits, and networking components throughout the state, including rollout of new bridged access point and MoCA technologies
- Upgraded Torrington facility to Avaya VoIP
- Performed advanced Group Policy configurations to improve security and eliminate redundant system management software
- Completed replacement DDS wait list ("PRAT/URR") application that is built on a microservices architecture and enterprise security standards.
- Completed of Phase 4 of Pulselight Project, whose technology solution will provide investigators and other DDS officials with better tools to manage critical incidents
- In cooperation with Therap, LLC, completed end-to-end solution for entering, validating, and submitting incident reports to DDS.
- Created DDS COVID-19 Testing Registration Application, utilizing SharePoint and Power Automate.
- Created several new/enhanced solutions for automated data exchange with DDS partners, including data exchanges with Sandata, DXC, CT Dept. of Labor, and CT Dept of Administrative Services.
- Created solution that generates and submits 1099 tax forms for individuals who receive assistance from DDS.

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

- Develop replacement solution for tracking vacancies at facilities.
- Develop replacement solution for managing data utilized by the Program Review Committee (PRC).
- Migrate Qualified Provider Application Process and Network Access Form Applications from SharePoint/InfoPath 2010 to SharePoint Online/Power Automate.
- Migrate 30+ 2010 Microsoft Access applications to Office 365 or other solution.
- Commence development of new Service Authorization solution to replace two existing applications for managing service authorizations -- one for contract-based services and the other for self-directed services.
- Working with various DDS partners (Sandata, DXC, Allied, and Sunset Shores), complete and rollout solution for managing electronic visit verifications (EVV).

FY 2021 Technology Budget

Outline a plan for technology spend from all sources:

• Hardware	$924,548
• Software	$1,665,999
• Services (consulting)	$754,280
• VoIP Network Upgrades	$550,228

- Subscriptions $15,000
- Telecom and Data $600,000

FY 2021 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 service fees (per transaction)
- Electronic Visit Verification Integration Work
- VoIP Projects (Danbury, Norwich, Cheshire, Norwalk, Newington, East Hartford)
- PC/Laptop Refresh
- Modernization Project

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

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, brownfields remediation, tourism, historic preservation and arts. 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 to efficiently serve a diverse constituency.
- In response to the COVID pandemic DECD has and will continue to utilize technology to implement emergency programs to support the CT economy.
- DECD continues to utilize technology to accommodate urgent demands for transition to remote work and electronic processes.
- DECD will continue to participate in statewide initiatives to maximize efficiency including implementation of all Microsoft 365 applications and participation in the Business-One-Stop initiative.
- 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

- To provide emergency support to businesses, DECD launched the CT Recovery Bridge Loan program utilizing an automated loan system for expedited processing.
- DECD mobilized online services to assist businesses and others navigate the COVID crisis including web sites to provide a process for being deemed an "essential" business, self-certification program, and related guidance.
- An online portal and web sites now allow businesses and other applicants to submit applications and supporting materials online.
- Virtual tours and programs have been made available for all museums.
- Opportunity Zones: Developed a website that identifies the municipalities and census tracts that are classified as Opportunity Zones and included an interactive map that allows users to identify the status of specific addresses.

- The Casepoint application was implemented to enhance the efficiency of Freedom of Information productions.
- Created an innovation map to promote all the resources available to startups and entrepreneurs.

Digital Government

List of Online Services Available:

- Online resources for citizens interested in historic preservation, including archaeology, historic cemeteries, and historic properties database for southern half of CT
- www.CTvisit.com enables visitors and residents to learn about the state's attractions and plan their next getaway using the latest interactive and mobile technology
- Arts Catalyze online e-granting portal (https://coa.myreviewroom.com)
- State Historic Preservation office online e-granting portal (https//shpo.myreviewroom.com)
- *www.ChooseCT.com* provides compelling reasons to live, work and play in CT
- Online portal and web-based applications to submit requests electronically
- Connecticut Collections offers online access to the Collections held in the Prudence Crandall Museum, the Henry Whitfield State Museum, Old New-Gate Prison & Copper Mine and the Eric Sloane Museum https://ctcollections.org/
- Virtual online tours of all museums plus webinars, virtual conversations, and full social media platforms
- Full scope of school programs/field trips offered virtually via Zoom platform by Old New-Gate Prison

List of Online Services Requested by Constituents:

- Online website for applicants to submit all grant applications and tax credit requests with ability to check the progress of review and approval processes.
- Digitization of Historic Properties Resource databases for entire state
- GIS Site files for historic resources with data overlays
- On-line e-commerce.

List of Online Services Planned to be made available:

- Digitization of Historic Properties Resource database for entire state, working with external vendor, expected completion 2021

- GIS Site files for historic resources with data overlays
- Full scope of school programs/field trips offered virtually via Zoom by Prudence Crandall, Henry Whitfield and Eric Sloan museums
- Teaching artist Directory

Planned Applications

- Developing millennial focused content to help attract workers of that generation to the state.
- A new arts grant management system and data migration applications
- Docusign will allow digital, review, processing and signatures of agreements and related documents

FY 2021 Technology Budget

Outline a plan for technology spend from all sources:

Hardware	$ 59,000
Software	$ 184,345
Services (consulting)	$ 1,539,861
Subscriptions	$ 18,700
Telecom and Data	$ 80,861

FY 2021 Technology Major Expenditures

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

- Digitization of Historic Resources database for northern half of CT pursuant to the Community Reinvestment Act (CGS 4-66-aa) $900,000
- Completion of IT Revitalization Program including CRM enhancements/integrations $1,321,021

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

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, especially during this period of COVID-19. 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. DESPP is an active partner with other State agencies supporting the state-wide COVID program involving complex logistics, technology deployments, PPE provisioning and emergency planning needed to ensure the safety of our citizens.

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:

- Ongoing expansion of mobile computing programs that provide real-time access to information in the field and telework capabilities
- Increased adoption of distance learning platforms for state fire, municipal and state police academies
- Leveraging technology to comply with police accountability and transparency legislation
- Participating and aligning with DAS/BEST's IT Optimization Initiative
- Enhancing DESPP's IT Governance and project prioritization process
- Instituting an IT budget forecasting model that spans 3 years
- Planning and upgrading technical professional skills
- Expanding an agency wide architecture oversight capability
- Continuing the 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 cash payments
- Enhancing 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
- Virtualizing environments to lower ongoing costs and reduce administration resources
- Establishing an agency IT risk management program to anticipate platform exposures
- Completing IT infrastructure and cybersecurity monitoring with forensic analysis capabilities
- Consolidating printer/copier/scanner/fax devices agency-wide 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

- Rapidly deployed 100 laptops with encryption to HQ support staff who were assigned desktops to enable Telework in support of Covid-19/COOP response, March 2020
- Outfitted CT State Police and POST (municipal police) Academy classes with audio/video equipment and distance learning tools to allow recruit classes to engage in remote learning, while preserving class schedules, due to Covid-19, March 2020
- Collaborated with CT National Guard to stand up and support data, voice and wireless communications systems at State of CT PPE warehouse in Central CT, April 2020
- Migrated hundreds of agency personnel to Microsoft Teams platform to enable remote workforce collaboration
- Began migrating select units to Microsoft Office 365, along with their Outlook mailboxes to the cloud to leverage greater online capabilities, near-real-time product enhancements and more secure email (via multi-factor authentication)
- Began deployment of Mutualink platform to key DESPP locations to significantly enhance first responder communications, interoperability, and reduced response times during significant events at CT State Universities and Community Colleges and other participating institutions
- Phase 4 deployment of the agency's workforce mobility program enhances front-line effectiveness and productivity by increasing time spent out in the field, offers greater accessibility and remote work capabilities of agency leadership and staff
- Continued upgrades of agency wireless phones to band-14 compatible devices and associated service plans to leverage FirstNet broadband services
- Migrated 1,000+ agency PCs to Windows 10 prior to end of support
- Ongoing development of a multiyear project to modernize the state's outdated Special Licensing and Weapons Registration System
- Ongoing development of a multiyear project to modernize the state's outdated Automated Fingerprint Identification System (AFIS) and Master Name Index/Computerized Criminal History (MNI/CCH) system
- HQ core data switches upgraded to enhance performance and resiliency statewide
- Collaborated with DAS/BEST to secure funding to upgrade antiquated phone system at HQ to Voice Over IP (VOIP) in FY21
- Initiated the deployment of KNONOS system time clocks across multiple DESPP locations

Connecticut State Police (CSP)

- Acquired new Mobile Data Terminals (MDTs), dash cameras (dash cams), modems and e-citation printers to equip 152 new cruisers, affording more troopers access to technology increasing their productivity, improving evidence quality, and strengthening equipment reliability, effective June 2020.
- Completed deployment of Body Worn Camera (BWC) devices to remaining troops and patrol vehicles, pursuant to Public Act 15-4.
- Deployed 100 semi-rugged laptops for Major Crimes Detectives and select specialized units to use in the field to conduct investigations
- Updated License Plate Reader (LPR) data sharing program to 13 town PDs and growing.
- Completed software upgrade to new NASTI Truck Certified platform (iNspect)
- SCCM upgrade to allow mobile deployment/upgrade to laptops and desktops.
- MDT in-field upgrade to Windows 10 Enterprise started, with completion date of 1st quarter 2021.
- COVID-19 deployed laptops for personnel to telework with new remote configuration.
- COVID-19 rapid response helped Army COE unit setup and outfit distribution center for COVID-19 supplies
- COVID-19 rapid response setup CVS test center for networking and wireless access
- Upgrading of new Troop Surveillance equipment to currently 6 locations and more scheduled to be completed.
- Upgraded back-end client for Arbitrator (software and hardware)
- Deployed Android Team Awareness Kit (ATAK), an Android smartphone-based geospatial infrastructure and situational awareness app, as well as new Android phones, to CSP K9 Unit.
- Began multi-year upgrade of troop network infrastructure

Division of Emergency Management and Homeland Security (DEMHS)

- Continue to enhance and expand the WEBEOC system increasing the capabilities for State and municipal users
- Continue to implement additional video and mobile workstations at the State Emergency Operations Center (SEOC), CTIC, DEMHS Regional Offices and alternate EOC, thereby improving device performance, reliability and staff and partner agency productivity during actual events and exercises
- Continue evaluation of current hosting of WebEOC software at DAS BEST with a development of an updated strategy by June 2021
- Evaluate and implement a mobile oriented application for disaster damage assessments, to be utilized by State Agencies and Municipalities, linked to current and future FEMA disaster assistance information systems

- Continue the evaluation and enhancement of video transmission capability for DEMHS deployed Mobile Communications Vehicles (MCV's) to allow for real time video streaming to the SEOC and other command and control centers
- Continue the evaluation of the current Mobile Internet Communication Asset (MICA) to ensure that emergency management functions continuity of operations capabilities in the event of catastrophic loss of Internet, wireline and cellular telecommunications services
- Enhance the capability of MCVs to access the Internet after catastrophic damage to the wireless network
- Evaluate and enhance the hardware and software used by the Connecticut Intelligence Center (CTIC) for analysis and reporting.
- Create a CTIC Web Page giving it increased visibility and a more direct connection to the public.
- Evaluate the hardware and software used in all DESPP Divisions Geographical Information System (GIS),ensuring that it is interfaced and interoperable with the systems used by the State, Local or Federal agencies

Division of Scientific Services (DSS)

- Implement STACS (Sample Tracking and Control Solutions) system
- Upgrade laboratory telephone system to VOIP (current telephone system is outdated)
- Enhance network security needs for CODIS Database in the DNA Unit.
- Connect balances to computers in the Controlled Substance Unit.
- Connect all breathalyzers out in field to CT State Police's AFIS server.

Division of Statewide Emergency Telecommunications (DSET)

- 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
    - Phase IV of the buildout is underway which will improve coverage in Meriden, Branford, Bloomfield, Hartland, Madison and Waterford
- Sharing of the Land Mobile Radio Network with Municipal Organizations
    - Increased capacity allows additional users on the network
    - To date Stonington, Coventry, Groton, Norwich, Durham and New Britain are on the system
    - Additionally, MOU's have been sent to 73 municipalities, with 47 fully executed
    - ***Current cost savings to towns exceeds $20M***
    - Increased interoperability leads to enhanced first responder and public safety

- Utilizing federal grant award to equip a backup PSAP / training center at CSP Academy Building. 2022 completion date.
- Creating online 911 training curriculum. Addresses immediate need to provide 911 certification within COVID restrictions and for future use it reduces PSAP personnel costs (salaries, backfill, overtime and travel).
- Created Online fillable forms for PSAPs. Offers greater efficiency for use with grants, reimbursements, financial reporting, 911 remittances
- Ongoing efforts with 911 vendor to integrate various PSAP VoIP systems into the 911 platform while ensuring data security via firewalls
- Working with 911 vendor to deploy portable laptop 911 workstations for use in disaster recovery situations
- Working w DAS/BEST on refresh of Phase II PSDN electronics

Commission on Fire Prevention and Control (FPC)

- In partnership with Higher Education, administered 30 remote computer-based certification examinations using the QuestionMark® testing platform
- Completed refresh of division PCs
- Completed Exchange migration to Office 365
- Transitioned division computers from Windows 7 to Windows 10
- Continued use of the SABA Learning Management System (LMS)
- As a result of COVID-19, initiated distance learning for the paused CFA Recruit Class #65 utilizing the Zoom platform (will migrate recruit classes to MS Teams in future)
    - Began utilizing MS Teams for various meetings and collaboration

Police Officer Standards & Training Council (POSTC)

- Four classrooms utilized by staff & guest instructors upgraded with laser projectors, new screens and multiple connectivity choices.
- Auditorium upgraded with new audio/visual capabilities.
- Wireless access points installed campus wide.
- Printers (agency-wide) were replaced with cost efficient leased printer/copier all-in-one dramatically decreasing cost of toner/repair.
- Several rooms transformed to “Zoom” video conferencing capability during COVID-19 pandemic allowing for continued recruit training (will transition to MS Teams)

CJIS Connecticut Information Sharing System (CISS):

CISS Phase 1 is in production, and includes:

- "Google Like Search" which integrated 14 separate CJIS source systems into one system serving over 3,000 Users statewide. Source systems are:
  - Release 1 - OBIS, PRAWN
  - Release 2 – Early Arrest Notification
  - Release 3 – CRMVS, POR, Saved Searches
  - o Release 6 – CIB, DOC, BOPP, Infractions
  - o Release 10 – MNI/CCH, Weapons
  - Release 11 – (Workflow Systems) RMS UAR, Misdemeanor Summons Electronic Data, Post Arrest, Post Judgement, Arraignment, Disposition
  - o Release 4 – Electronic Content Management (UAR attached Documents), RMS Retrieval (UAR)
  - o Release 9 – SOR, CMIS, MNI/CCH, Weapons, Wanted
- Planned about 10,000 additional users to be trained and added to CISS Search in the next 23 months.
- Helpdesk in place with and latest technologies for efficiencies and good customer experience.
- Operational Support teams with latest technologies managing an infrastructure of over 600 servers both hardware and virtual, firewalls, and routers MS System Center technology for efficiencies to keep overall cost of ownership down.
- CISS is in compliance with the latest FBI Security policy.
- Planned access to CISS Search through the internet allowing COVID-19 quarantine users access from hone and work locations.

CISS Phase 2 statewide implementation is in progress, and includes:

- "Digital Workflows" to replace currently paper based Uniform Arrest Reports workflows that are driven by Law Enforcement to courts throughout the state daily. This will result tremendous efficiencies freeing up officers to protect the public.
- All of the 169 town local Police departments and State Police locations will be part of the statewide Digital Workflows implementation.
- 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 including NexGen, CT-CHIEF and Accucom are providing Early Arrest data information from seven Police Departments

CISS Reports, Data Access and Key Performance Indicators implementation is in progress, and includes:

- OPM – Prison and arrest information provided for statistical analysis, charts and better decision making
- DCJ – Arrest reports for information
- CT Sentencing Commission – Criminal history
- Type of delivery data methods include Spreadsheets, Interactive Dashboards, Mobile-friendly reporting tools

CISS Other Systems and Projects include:

- Racial Profiling Prohibition System - Live
- OPM Prison Statistics & Charts - Live
- DAS/DMV Marshall's Data Access – Development Phase
- PA 19-90 Police Use of Force Reporting – Initial Phase
- Sentencing Commission Special Act 19-17 Implementation Phase
- Clean Slate P.B. No. 5712 - Initial Phase
- Infrastructure Upgrades - Implementation Phase
- Key Application Version Upgrades: (Implementation Phase)

Digital Government

Services Currently Available:

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

List of Online Services Requested by Constituents:

- Online web portal to facilitate gun transfers (requested by CT gun dealers)
- Online/credit card payments for fingerprinting, special licensing and weapons permits

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
- Development of online in-service training for law enforcement officers to meet review training needs
- Web portal for reviewing BWC and dash camera footage by authorized partners and entities
- POST-C
    - Development of online in-service training for law enforcement officers to meet review training needs.
    - Develop additional online training courses for law enforcement statewide.

Planned Applications

- BOLO Mobile: A secure public safety image- and video-sharing app that will enable CSP, the CT Intelligence Center (CTIC) and trusted partners to instantly disperse and receive images and video of wanted or missing people via wireless mobile devices
- NexResponder: A secure mobile application for CSP command staff to be able to access Computer Aided Dispatch and Records Management System (CAD/RMS) information anywhere, in real-time, via wireless phones and tablets
- Initiate and fund two major systems:
    1. Academy management system (Fire and Police academies)
    2. CSP quartermaster (inventory management) system
- Implement new Document Management system for law enforcement policies and procedures eliminating the tedious manual paper process of disseminating new policies to law enforcement
- Implement a new Agency VOIP phone system with DAS/BEST
- Consolidate all the licensing processes to one electronic licensing system. Included will be a portal for gun dealers to enter gun transfers, eliminating the backlog 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 2021 Technology Budget

Outline a plan for technology spend from all sources:

Category		2018	2019	2020	2021
DESPP IT					
IT Data Services	$	40,662	299,292	1,500	1,500
Hardware Lease	$	11,055	6,451	15,500	-
Hardware Maint	$	1,190,217	797,414	634,491	1,583,500
Software Licenses	$	1,209,751	797,550	821,500	215,149
Software Maint	$	554,219.	569,446	553,000	1,403,000
IT Consulting Svcs	$	154,826	67,819	104,000	210,000
Subtotal	**$**	**3,160,730**	**2,537,972**	**2,129,991**	**3,413,149**
CJIS/CISS					
CJIS/CISS Opex	$	3,591.000			
CISS Prod Phase 1	$	60,920,000			

FY 2021 Technology Major Expenditures

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

DESPP

- CSP Fingerprinting & Criminal History System Modernization (funded) $10M
- CT State Police Body Worn Camera Program $1.5M
  - *Excludes add'l costs for Police Accountability and Transparency legislation (TBD)*
- Technology for New CT State Police Cruisers: $1.2M
  - Mobile Video Recorders (MVRs): $495K
  - Mobile Data Terminals (MDTs) and docking stations: $390K
  - Wireless data plan upgrades for CSP cruisers: $150K
  - Modems and antennas: $91K
  - E-Citation Printers: $80K
- Agency network and security enhancements (pending) $500K

- DESPP Covid-19/Mobility Program $345K
- Agency Network Switch Upgrades, (pending) $300K
- DESPP PC Refresh, (pending) $250K
- Web-based platform to replace critical POST CATS database $250K

CJIS/CISS

- CJIS (OPM approved CJIS request for additional Bond funds to complete $8.92M
  - CISS workflow and Search User deployment of Phase 2):
    - CISS Search Deployment to identify, train and authenticate 13,000 users $2.71M
    - Electronic Workflows Deployment from all RMS vendors to Judicial and 18 GA courts, DCJ, BOPP, DPDS, DESPP, etc. $2.65M
      Connectivity to CISS for all LEAs (about 151 locations) and RMS Vendors $2.53M
  - Vendor Costs $1.02M

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

Department of Energy and Environment Protection

Providing Technical Support for: Connecticut Siting Council, Council of Environmental Quality, and Office of Consumer Counsel

Mission

The 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

DEEP has made significant advances in the implementation of technology over the past year. DEEP has a modern network that supports approximately 75 office locations including headquarters, district offices, field operations facilities, education centers, and state parks and forests. This network carries data traffic as well as voice (VoIP) for our larger facilities. DEEP upgraded data storage, desktop, and server technology. This new technology is being co-located in the state enterprise Groton and Springfield Data Centers. Critical Windows OS upgrades were completed to eliminate the use of Windows 7. To support our remote workforce during COVID-19, we leveraged Office 365 and our virtual desktop infrastructure (VDI) to provide DEEP connectivity to all employees. DEEP continues to be a state leader in the use of Geographic Information Systems (GIS). GIS tools were leveraged to create a new online wildlife

reporting and information tool now accessible through the DEEP website. DEEP completed the digitization of 100% of Hazardous Waste Manifest documents and 20% of Oil & Chemical Spills documents and ingested them into the enterprise FileNet repository. These high-demand documents are now electronically accessible not only to DEEP staff through both FileNet tools but also to the public as well through the DEEP Document Online Search Portal.

Digital Government

List of Online Services Available:

- Wildlife Sighting Reporting and Public Viewer provides the public with the ability to easily report wildlife sightings including bears, bobcats, and moose. Data collected includes geospatial location to assist DEEP with wildlife tracking as well as to provide the public the ability to spatially search and view reported wildlife sightings.
- 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 majority of documents accessible today include Hazardous Waste Manifests and Spills reports but DEEP continues to add documents that are of public record and interest through various Records Management initiatives.
- ezFile is an online electronic filing system for DEEP's application, licensing, registration, and permitting processes. Currently, public users can leverage ezFile to submit Boating and Fishing Permits and Registrations, Radiation Registrations (Diagnostic & Therapeutic X-Ray Device (DTX) and Radioactive Material & Industrial X-Ray Device (RMI)), Stormwater Registrations (Construction, Industrial, and No Exposure), and Underground Storage Tank Notifications (UST). ezFile has over 10,000 registered users and was used to submit 7500 electronic filings to DEEP in FY2020.
- 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 select park locations.
- 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 – Serve customers (Utility companies, citizens, law firms, other businesses) through a Web-based system allowing the submission / tracking of all electronic requests/complaints/dockets (documents) providing customers with ease of access to information. All submissions will be electronically routed, tracked and processed within PURA/BETP through a more efficient and leaner process.

- 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 – Further expansion of cloud and mobile solutions leveraging ESRI tools such as ArcGIS Online and 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 including eLicense and Business One Stop

FY 2021 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware – $75K
    - Headsets, Webcams, Wifi Extenders
    - Other (Physical Devices, etc.)
- Software – $1M
- Subscriptions – $50K
- Services - $3M
    - Document Scanning
    - Cloud Application Hosting
    - IT Consultant Services
- Telecom and Data $2.75M
    - Hartford Network Refresh
    - Major Field Sites Refresh

FY 2021 Technology Major Expenditures

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

- Records Management: $3M
  - Oil & Chemical Spills Files – Scanning & FileNet Ingestion
  - Remediation Files – Scanning & FileNet Ingestion
  - Datacap solutions
- Case Management: $2M
  - ezFile Electronic Permitting – Phase 2
  - Sites Case Management System
  - Agile Transformation
- Software – $1M
- Services - $3M
  - Document Scanning
  - Cloud Application Hosting
  - IT Consultant Services
- Telecom and Data $2.75M
  - Hartford Network Refresh
  - Major Field Sites Refresh

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

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 overall technology strategy for the Department of Insurance is to utilize the technology resources and expertise in support of the agency mission.

The role of the Computer Systems Support (CSS) unit is to assist the Insurance Department in fulfilling its mission by:
- Improving the efficiency and effectiveness of processes through automation;
- Enhancing service delivery to customers through e-Government initiatives;
- Providing the support services necessary to maintain NAIC accreditation.

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

Technology Achievements

- Successfully tested our DR solution for our hosted applications and Data to Eastern State University
- Deployed laptops for telework
- Servers have been upgraded to the latest supported versions
- Upgraded the Core switch in the data room to the latest Cisco switch
- Upgraded the phone system and joined the BEST enterprise system
- Implemented Wireless in the Insurance Department Office
- Installed 2 additional Video Conference Rooms

- Moved all email to Exchange Online
- Implemented Avaya Softphones for the call center and remote access
- Worked with BEST's Remote Access solutions to have users work and be productive remotely

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 will allow 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 deploying Office 365 to upgrade from Office 2013
- We plan on developing and implementing a Forms Automation tool for the agency to eliminate paper forms.

FY 2021 Technology Budget

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

FY 2021 Technology Major Expenditures

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

- None in excess of 100k

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

Department of Labor

Mission

The Department is committed to protecting and promoting the interests of Connecticut workers. In order to accomplish this in 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 involvement in the business planning is key to the success of the Agency's mission. It is important for the Information Technology (IT) Division to enhance the approach to the delivery of IT services. In order to meet the demands of the Department of Labor (DOL) mission we focus on the following foundations

- Provide value to enhance customer satisfaction
- Provide solutions iteratively to quickly enhance business value
- Refocus on updating the underlining infrastructure
- Enhance our automation capabilities to stretch our resources
- Take advantage of the State's enterprise IT infrastructure to enhance our ability to meet DOL's business goals
- Enhance the capabilities of the IT staff by upgrading to current infrastructure
- Provide career advancement opportunities by utilizing State staff to upgrade the current 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

- Implemented Mobile friendly enhancement to the Connecticut Department of Labor Tax And Benefits System (CTABS). This application is the Claimant Management system.
- Upgraded DOL central office network infrastructure
- Implemented Public wireless access in American Job Centers
- Implemented Digital Messaging in American Job Centers
- Upgraded the DOL phone system to the State enterprise phone system

- eWage System – In partnership with JTI, Inc., CTDOL implemented a Commercial Off-the-Shelf (COTS) Case. The new system supports our Wage and Workplace Standards Division, streamlines current 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.

COVID-19 Response

- Implemented Windows 10 and Windows 7 Azure VDI Environment
- Implemented changed to support the changes in USDOL PEUC, FPUC and EB programs
- Implemented automation to process 50 – 60 percent of new claims without intervention from the Customer Service Reps
- Implemented a new CRM and Call Center in Salesforce and AWS
- Implemented a new application hosted in AWS to manage Pandemic Unemployment Assistance (PUA) claims and providing an interface to the current systems
- Implemented security and integrity enhancements to help combat fraud
- Provided the ability for the DOL staff to work remotely and added 140 new staff/consultants

Digital Government

List of Online Services Available:

- Initial Claim Entry – 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.

- Connecticut Department of Labor Tax and Benefits System (CTABS) - CTABS is the application that Claimants and employer/ contributors use to authenticate and access various DOL digital and online services. Once enrolled, claimants can set up and change direct deposit payment information, file weekly certifications, apply for emergency and special benefits. Claimants can review their claim and payment histories, as well as download their most recent 1099 G.

- CTHires - CTHires is a web based, self-directed online case management and administration system; core functionality in this system is referred to

as the 'Virtual One Stop'. Virtual One Stop is the digital replacement of the old unemployment office; Employment Services utilize the CTHIRES interface along with partners as well as participants to manage employment related services rendered to job seekers or other UI beneficiaries and manage case work and administer federal programs. CTHIRES also meets all data collection and reporting required by the federal programs it supports.

- Employer New Hires - application that currently administers the agencies requirement to report data to the National Directory of New Hires (NDNH). The NDHD was promulgated to facilitate the intercepting of wages on behalf of past due child support. In this scenario, employers are required to report each New Hire to a local jurisdiction-- DOL currently accepts these reports only by FTP.
- Contact Center with Chat Bot capability for Unemployment Insurance Claimants

List of Online Services Requested by Constituents:

- Mobile friendly enhancement to Clamant management Application (CTABS) (implemented)
- Automated Scheduling and Appointment Management (requested)
- Electronic Document Signature with automated workflow (requested)

List of Online Services Planned to be made available:

- Enhance Claimant self service capabilities (address changes, multiple week continued claim processing
- Automated Scheduling of appointments
- Electronic Document Signature with automated workflow
- NewHires application will be expanded to facilitate online entry of new hires. Additionally, NewHires will be offered as functionality to be provided through CTABS under employer/ contributor dashboard. When fully integrated, employer/contributors will be able to report New Hires through CTABS.

Planned Applications

- Rewrite Electronic Data Management System – this application interfaces with the ECM system and used extensively by the Benefits and Tax divisions
- Migrate ECM to the State's Enterprise ECM
- Enhance applications as needed to meet the USDOL's COVID-19 response requirements
- Implement Single Sign On
- Enhance our automated capabilities for Fraud Management
- NewHires application will be expanded to facilitate online entry of new hires. Additionally, NewHires will be offered as functionality to be provided through CTABS under employer/ contributor dashboard. When fully integrated, employer/contributors will be able to report New Hires through CTABS.

*** An update from last year's plan – Due to COVID-19 the Unemployment Insurance Modernization project has been suspended. This project will resume once our response to COVID-19 has ended. ***

FY 2021 Technology Budget

Outline a plan for technology spend from all sources:

Hardware - $659,505

Software - $2,976,964

Services (consulting) - $6,070,165

Subscriptions - $560,968

Telecom and Data – $5,396

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 2021 Technology Major Expenditures

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

- CTHIRES Subscription Support - $1.1m
- Internet Initial Claims (IIC) Support - $450K

- CTABS Support - $960K
- Single Sign On – 480K
- Unemployment Claim Application Support – $2.0m
- UI Modernization Initiative- $7.5m (includes project and Vendor resources)
- Contact Center Support – $1.1m
- Fraud Management – $10.5m
- Additional COVID Response in excess of current budget – Hardware, Software and Services - $20m

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

Department of Mental Health and 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

Video conferencing (Teams) for Telemedicine, Telehealth, Court

Implemented ZIX secure encrypted email system

Battell video surveillance cameras and 24/7 monitoring station

Office 2016 Migration

QuickBooks Conversion to Server addition – various facilities

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

Windows 10 Desktop Migration

Expansion of VDI environment to accommodate Work-From-Home initiative

Kronos — DMHAS wiring and clock installation has been completed.

Upgrade and Encryption of Backup Infrastructure

Upgraded door control system – various facilities

Pharmacy upgrade – 4 facilities

Transitional Cottage to RVS

Video Archive System

Installation of SAN in data center

Voicemail Server upgrades – various facilities

Upgraded core server switch infrastructure

New circuits for CVH and CRMHC

Large UPS installation for Emergency Response Center

In Process:

- Access 2003 database migration to Access 2016
- Mail Migration to o365
- Intune for mobile device management
- New iPhone deployment
- Cloud Management Gateway for laptop management
- Installation of Teams conference rooms for telemedicine, telehealth and courts
- Expand and upgrade Backup Infrastructure
- DR infrastructure implementation
- Netwrix - IT auditing tool
- Implementing educational software for client achieving GED
- Upgrade medication dispensing system
- Upgrade door control system – various facilities
- Replace end of life switches at various facilities
- Security Mentor training in LMS

Digital Government

Planned Applications

Health Information Technology — DMHAS is in the process of planning and evaluation for an Electronic Health Record (EHR)

Migrate SharePoint 2010/2016 to SharePoint Online

SOR - The SOR (State Opioid Response) application allows the DMHAS Research Department personnel to upload opioid-related survey information to the SPARS system.

Upgrade and modernize Tobacco application to make it available on mobile devices

FY 2021 Technology Budget

Outline a plan for technology spend from all sources:

Hardware	$1.9M
Software and Maintenance	$2.0M
Services (consulting)	$1.1M
Subscriptions	$52K
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 2021 Technology Major Expenditures

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

- Desktop/Laptop Refresh $484k
- Switch Refresh $100K
- Voice Mail server upgrade $150K
- Phone System Replacement — I site $500K
- Videoconferencing Equipment $235k

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

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

DMV oversees several critical functions that must be conducted in-person due to the legal obligation to verify primary documents (e.g. REAL ID; Drive Only licenses; new registrations).

During FY 2020, the Agency experienced a temporary shut down due to COVID-19. This disruption in service delivery resulted in significant backlogs and exposed a heavy reliance on in-person visits and manual transaction processing.

As a result, the DMV is focusing the IT Strategic Plan on enabling the automation of manual processes; improving the agency website and adding more online transactions; and expanding work at home capabilities for our employees.

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

- Commercial Driver License (CDL) Medical Certificate – Online System: allows CDL applicants and holders to securely transmit federally required medical documents electronically
- CDL & Offsite Skills Tests – System Enhancements: allows DMV staff to electronically record applicant test results
- QSC System Enhancements: enhanced to support scheduling and payment for CDL endorsement; done in response to increased demand for new drivers to transport critical goods during the shutdown
- Nemo-Q Appointment System: upgraded to enable the scheduling of appointments for various customer transactions; this allowed the DMV to control customer traffic upon reopening
- REAL ID Website Wizard: launched to help customers understand the documents needed to successfully obtain a verified license

- Electronic Voter Registration (EVR) – System Enhancements: upgrade allows electronic capture and transmittal of customer voter registration data directly to the Secretary of the State's Office
- Infrastructure achievements:
  - Expanded remote work capabilities via RDP to accommodate additional telecommuting
  - Public Switched Data Network (PSDN) connection upgraded from 200 to 300 Mbps bandwidth to accommodate increased voice and data traffic.
  - Wireless network infrastructure upgraded with the latest wireless controller and access points available; allows for both internal and external secure wireless capability at all DMV branch locations
  - New mobility management solution deployed to provide centralized management of all mobile devices
  - Voice Over Internet Protocol (VOIP) is being deployed at all DMV branch locations, replacing the existing, antiquated analog solutions
  - Portable workstation solution built to provide DMV services at remote locations using secure mobile technology

Digital Government

List of Online Services Available:

- DMV Branch Transaction Appointments
- Commercial Vehicle Credential System
- Dealer/Repairer License Renewal
- International Registration Plan (IRP) Payments
- Lien Status Inquiry (Sign Up Required)
- Driver's License Suspension Payments
- Check Driver's License Status
- Commercial Driver Self-Certification
- Commercial Driver's Medical Certificate Online
- Pay Infraction Ticket (links to Judicial Branch website)
- Track License/ID Delivery Status
- Child Safety Class Registration
- 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
- Online voter registration (links to Connecticut Secretary of State's office website)

List of Online Services Requested by Constituents:

- New Registration and Title Related Services
- Real ID license transfers from other states
- New license online processing application (pre-check, validations, payment)
- Disability Placards online requests

List of Online Services Planned:

- Driver License and ID Renewal
- Change of Address
- Driver License and ID Duplicate
- Driver History Request
- Worker Portal to enable transactions processing remotely
- Website Enhancements to improve customer navigation
- Service catalog with tagging and support for English, Spanish, and other languages

Planned Applications

- Enterprise scanning solution to allow for full and partial transaction processing, and remote work capability via new DMV Worker Portal
- Electronic CS-1 Solution: CS-1 certifies that a driver education student meet legal requirements; allows licensed driving schools to submit certification electronically. delayed due to COVID-19
- Contact Center System enhancements to enable emails, texts, chats, and additional IVR transactions.

DMV launched the Modernization – Digital Foundation Program release 1-4 leveraging the Salesforce platform for the following online services:

- Driver's License & ID Renewal
- Change of Address
- Duplicate ID & Driver's License
- Driver History Request

- Website enhancements (including multi-language support & functionality)
    - Homepage and child page redesign to improve “look and feel” as well as customer navigation
    - Integration with appointment system
    - Chatbot functionality to support vision of empowering customers with the information they need for successful transactions with the DMV
- Enterprise scanning solution to allow for full and partial transaction processing and remote work via DMV Worker Portal
- LaunchPad assessment to identify key enablers for staff to more effectively work from home
- Replacement of Administrative Hearing and Per Se systems

FY 2021 Technology Budget

- Special Transportation Fund - $3,091,867
    - Hardware - $46,839
    - Software - $556,000
    - Services (consultants) - $618,405
    - Subscription - $1,282,847
    - Telecom & Data - $584,776
- Other technology funds not budgeted by categories - $19,689,196
    - Federal Grants - $622,911
    - CVISN Bonding - $2,627,769
    - Unified Communication Project (Customer Contact Center) - $557,720
    - Automated Voter Registration Project - $1,260,569
    - CIVLS, Central Issuance & Modernization Programs - $14,666,766

FY 2021 Technology Major Expenditures

No technology expenditures greater than $100,000.

For future releases of the Modernization – Digital Foundation Program, DMV will partner in consultation with DAS/BEST and CTDS to identify technologies and tools to enable the following tools:

- Single user sign-on using Azure
- ForgeRock citizen master data model – single customer view
- Enterprise MuleSoft platform
- User story/development management tool (JIRA , Confluence, & Bitbucket)
- SMS-Magic for bulk notification system
- Upgrade FileNet infrastructure
- Smarty Streets for global address validation
- ScanOptics for scanning, imaging, indexing, and digital storage

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

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

- Installed a SIEM & Syslog Enterprise Monitoring System.
- Upgraded the agency computers from Windows 7 to Windows 10.
- Continued Enterprise Content Management (ECM) forms implementation.
- System Center Configuration Manager implementation to maintain compliance of software versions, licensing and patching across all Windows platforms in accordance with agency policies.
- Deployed remote access capability across the agency to provide continued operational support to taxpayers.

E-Government

Online services available:

- Taxpayer Service Center (TSC)
- Self-service payment plan application and approval
- Refund validation quiz
- Tax calculators
- Electronic filing for real estate conveyance tax
- Self-service for tax status letter requests
- Fillable and downloadable tax forms
- 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:

- *New online features*

Planned Applications

- 3-5 lines of planned applications

- CTax: Phase 1 rollout (completion) and Phase 2 rollout (partial completion).
- Implement an upgraded version of the Fed/State Employment Taxes Program (FSET)
- Upgrade the Oracle dB environment to the latest supported version R19c.
- Continue build out of fail-over platforms for critical processing systems at Springfield Data Center.
- Implement infrastructure upgrades based on approved budget.
- Migrate the agency e-mail system to Exchange Online with DAS/BEST.
- Upgrade the agency SharePoint environment to SharePoint Online with DAS/BEST.
- Upgrade the agency intranet to a new platform.
- Enterprise Content Management (ECM) white mail scanning implementation.

FY2021 Technology Budget

Hardware

• Server replacements (normal replacement cycle)	$233,280
• Storage replacement (Groton & Springfield)	$627,302
• Backup appliance replacement (GDC & SDC)	$130,000
• Laptops (normal replacement cycle)	$104,468
• Netscaler load balancers Replacement for TSC	$134,005
Software	
• Symantec DLP Cloud	$ 12,500
Subscriptions	
• PluralSight online Training	$ 10,300
Telecom and Data	
○ Upgrade Avaya Phone System	$665,000
CTax	
• Phase 1 rollout (completion); Phase 2 (partial)	$10,448,000

Total	***$12,364,855***

FY2020 Technology Major Expenditures

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

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

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

Our vision. DSS seeks to maximize the volume and efficacy of permitted benefits for its stakeholders. We recognize this is an ongoing process that requires continually improving the capabilities. 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.

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

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

- Please see the Planned Applications section of this document

Technology Achievements

- **ImpaCT** – Advanced Eligibility System - ImpaCT is the latest step in DSS's modernization process. A state-of-the-art eligibility system to improve the service we provide our clients, to help DSS be even more efficient and timely, and to make sure that Connecticut families are getting the vital human services benefits for which they are eligible. The final wave of a deliberate, phased approach was implemented August 2017. Currently enhancements, ImpaCT 2.0 will be implemented in scheduled releases. Design and Development has begun on enhancements to improve client and worker efficiencies. Some of the changes that are being implemented as part of ImpaCT 2.0 include;
  - Implementing support for medical coverage related to COVID-19 for uninsured and ineligible immigrants or undocumented population.
  - Issuing Pandemic EBT (P-EBT) benefits, which allow access to benefits for children who would receive free or reduced-price meals at school, if not for school closures due to COVID-19.
  - Implement Connecticut Housing Engagement and Support Services (CHESS) Waiver to support individuals served by Medicaid in accessing and retaining stable housing and meaningfully engaging with their health goals.

- **Enterprise Program Management Office (EPMO)** DSS continues to build-out the Enterprise Project Management Office (EPMO) to manage the complex portfolio of concurrent, inter-related projects in the agency. The EPMO currently manages complex portfolio of concurrent, inter-related projects for the agency. The EPMO Build Out has increased the transparency of project activities and performance through the application of project management best practices, policies, processes, and industry-standard methodologies. The EPMO provides regular reporting for DSS's portfolios and projects.
- **Child Support – System Transition -** The Office of Child Support Services (OCSS) has been using a nearly 30-year-old green-screen, character-based legacy system for administering the Child Support Program. OCSS, with support from the Department of Administrative Services (DAS) completed an RFP process that has led to the selection of

a System Integrator to work with on Design, Development, and Implementation of a new system. Implementation is anticipated in 2021.

- **COVID infrastructure enhancements –**
  - *Medicaid Reinstatement Process* - Reinstated non-MAGI and MAGI Medicaid/CHIP coverage for individuals whose coverage would have been terminated in March or April due to reasons other than voluntary termination, death, or moving out of state.
  - Extend the MAGI Medicaid/CHIP eligibility through the ahCT system to ImpaCT and then to MMIS.
- **Asset Verification Service** (AVS) - The Center for Medicare and Medicaid Services (CMS) mandated that DSS have an AVS System in production by 2/19/20 to avoid financial penalties and to comply with federal requirements. CMS required that all states implement a system for verifying the assets of individuals aged 65 and older and individuals who are applying for, or receiving, Medicaid on the basis of living with blindness or disability.
  - DSS implemented an electronic asset verification system on February 3, 2020 to obtain banking balances from clients for new and renewal application to verify compliance within program limits. The AVS system was rolled out to over 1200 users across all DSS Field Offices, LTSS, Fraud and Recoveries.
  - Currently the AVS is in process of implementing a direct integration with ImpaCT to enable the ability to perform passive renewals.
  - Real Property search across all 50 U.S. States and the District of Columbia was added to scope for new applications and Passive renewals.
- **CT Medicaid Enterprise Technology System (CT METS) –** CT METS represents a project with the expressed purpose of replacing the current MMIS systems. DSS has worked with DAS on significant procurements to enable this project to move forward. As a result of an RFP process a System Integrator (SI) has been selected and contract negotiation is close to being concluded. Also, as a result of an RFP process an Organizational Change Management Vendor has been selected and contract negotiation was completed.
- **Mobile Platform –** Completed a proof of concept for Supplemental Nutrition Assistance Program (SNAP), utilizing progressive technology.
- **Interactive Voice Response (IVR) Upgrade** - Benefit Call Centers - This projects covers improvement, advancement, and optimization of the various channels of communication between Connecticut consumers and their access to Eligibility Information and Application. It also included a comprehensive Business Process Review. New technology, 'Virtual Hold' is being introduced as part of this effort add efficiencies and improve the customer experience.

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

List of Online services Requested by Constituents:

- Community Partner Functionality to include a Community Partner Portal
    - Client Look up, revealing benefit details and status.
    - Online Renewals.
    - Online Changes.
- Online Periodic Review Form for SNAP

List of Online Services Planned to be made available:

- Online Periodic Review Form for SNAP
- Integrated Mobile Platform
- Integrated Client Portal
- Mobile Optimized Landing Page, home page, and screen flow
- Mobile Application

Planned Applications

- **Child Support** – Ongoing implementation of replacement system.
- **CT Medicaid Enterprise Technology System (CT METS) –** Ongoing replacement of
- **Robotic Process Automation (RPA) –** Rolling out (2) RPA BOTS to support ImpaCT automation.

- **Customer Relationship Management (CRM) –** Working with DPH, DMHAS, DDS and DCF to roll out a CRM solution to address needs with critical incidents.
- **Mobile –** Rolling out solutions for SNAP and Child Support Services

FY 2021 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware will be procured utilizing OE General Funds and IT Bond Funds depending on the project and phase of the project. Depending on the federal agency and project federal funds re-imbursements are allotted at varying percentages.
- Software will be procured utilizing OE General Funds and IT Bond Funds depending on the project and phase of the project. Depending on the federal agency and project federal funds re-imbursements are allotted at varying percentages.
- Services (consulting) will be procured utilizing OE General Funds and IT Bond Funds depending on the project and phase of the project
- Telecom and Data will be procured utilizing OE General Funds.

FY 2021 Technology Major Expenditures

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

- Shared Services – Multiple Projects
  - CRM
  - Mobile
- ImpaCT 2.0
- CT METS (MMIS Replacement)
- Child Support System
- HIE / HIT Projects

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

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

- Successfully completed the development of the Travel Authorization System.
- Successfully completed business requirements, design phase and development of the Signs and Attraction System. Testing phase is in process.
- Successfully completed the development of the Mavric Loader application for the Planning Roadway Inventory unit.
- Completed Business requirements for the Rail Grade Crossing System to comply with the recommendations from FHWA and FRA.
- Solved and closed 10,833 helpdesk tickets related to the support of production infrastructure and production applications.
- Successfully completed the upgrade of the connection between DOT and BEST from 250 Mbps to 1 GB.
- Replacement of Traffic Signal Naztec system to the new ATMS system. The new system provides better management of the traffic signals and support to wireless connections.
- Successfully completed the replacement of the enterprise storage infrastructure.

- Upgrade of the backend of the ATT connection for secure connection of mobile device to DOT network.
- Upgrade of remote garages from DSL service to Cable.
- ESRI software licensing to support Agency's the Transportation Enterprise Database (TED) project and geospatial initiatives.
- Preparation and deployment of "jump box" computers to support RDP connections to DOT internal applications and files.
- Development of the scope of work for the migration of DOT COMPASS application to the State O365/Azure tenant.

Digital Government

List of Online Services Available:

- SUPERLOAD Oversize/Overweight Online Permitting System
- CT Travel Smart Traffic Cameras

Planned Applications

- 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.
- Local Transportation Capital Improvement Program (LOTCIP) System:
  The Local Transportation Capital Improvement Program (LOTCIP) provides State funds to urbanized area municipal governments in lieu of Federal funds otherwise available through Federal transportation legislation. The system will have three phases: Data Entry/tracking Phase, Cash flow Phase and Forecasting Phase.
- Contractor Rating Form System:
  Develop a system to automate the evaluation process of the performance of the DOT contractors involved in Agency's projects.
- Regulatory and Compliance Information System:
  Develop a system to allow DOT eliminate paper applications and create online fillable forms that will be posted on the Agency's website. Develop of workflows and upload function within the application permit process.
- Migration of user selected files from the on-premises storage to the developed DOT SharePoint site.
- Migration of on-premises applications to the Azure Cloud to support end user mobility and access

FY 2021 Technology Budget

- Proposed DOT IT Operation budget for FY21

DESCRIPTION	BUDGET
IT Consultant Services	330,000.00
IT Data Services	351,973.00
IT Hardware Maint & Support	21,000.00
IT Software Licenses/Rental	2,152,170.00
IT Software Maint & Support	799,111.00
Cellular Communication Services	141,844.00
Internet Services	52,073.00
Telephone Repair & Maintenance	64,198.00
Telephone Installation	9,536.00
Local/Long Distance Telecomm Services	500,758.00
Television/Cable Services	47,784.00
IT Supplies	18,607.00
General Office Supplies	1,168.00
Minor Equipment	4,877.00

FY 2021 Technology Major Expenditures

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

- Replacement of end of life network, server hardware and remote location phone systems.
- Replacement of end of life desktop computers.
- M365 software licenses to support business operation.

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

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 and continue to maintain existing successful IT platforms. Ensure capabilities are aligned with current IT standards and trends. Ensure security and compliance in all aspects of hardware, software, applications and users.

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

- Migrated to O365
- Enabled remote work capabilities for those not required to be onsite
- Completed production roll out of the on prem Electronic Medical Records System (EMR)
- Integration of EMR with 3rd party vendors
- Implemented the use of Teams across all aspects of DVA operations
- Ensured IT needs were meet for the Sgt John L. Levitow Healthcare Center Skilled Nursing Home Licensing
- Development of a new web app for the DVA Security reporting

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:

- N/A

List of Online Services Planned to be made available:

- Stand Down Virtual Services
- Full life cycle support in a CT Veteran Virtual Environment

Planned Applications

Medals Data Conversion

Cloud based Electronics Medical Records (EMR)

FY 2021 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware – Upgrade network equipment and cabling where required
    - End of life cycle replacement of devices at end user level
- 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 2021 Technology Major Expenditures

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

- Expansion of the campus wide network infrastructure/wifi

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

Division of Criminal Justice

Mission

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

Technology Strategy

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

Communication - Enhance communication between the Division and other state and local law enforcement agencies relative to criminal investigations and prosecutions.

State Systems - Maintain the agency's ability to use, and grow with, state systems, which support its administrative and financial operations.

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

Technology Achievements

Up to 15 lines of your Agency's technology achievements in the last fiscal year.

- 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 HP Catalyst into the Commvault solution for Enterprise backup.
- Worked 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 developed of the interface between DCJ's Case Management system and the CJIS CISS system. This includes the development of the Staging environments for the data exchanges between the systems. Testing of the interface is almost completed.
- Migrated from Windows 7 and Office 2010 to Windows 10 and Office 2016 on all computers and laptops throughout the agency.
- Continue to configure and deploy Evidence.com video solutions for the Judicial Districts.

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 fall of this year.
- The agency will be implementing the new Case Management System in the fall of 2020. 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 Case Discovery Portal
- Deployment of a VPN solution including mobile tablets for Division attorneys.

FY'2021 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware $ 454,960
- Software $1,144,177
- Services (consulting) $ 847,000
- Subscriptions $ 186,184

- Telecom and Data $ 240,132

FY'2021 Technology Major Expenditures

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

- Cisco Network Replacements $ 116,900
- Lenovo Tablets $ 250,000
- JTI EProsecutor Licenses $ 990,000
- JTI Case Management System Services $ 739,000
- Microsoft Unified Support $ 108,000
- Westlaw Access $ 110,000

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

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 2021. 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

- Due to COVID, we were able to get everyone laptops with VPN access to work from home.
- Upgraded Case Management System
- Provide online Board Meetings.

EGovernment

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'2021 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'2021 Technology Major Expenditures

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

- None Noted

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

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 was fully prepared to transition to a telework environment due to the COVID-19 pandemic while fully supporting the Connecticut National Guard's support to the state's operational response efforts. The agency remained 100% functional and experienced no degradation of services.
- In support of its state mission, the CTMD facilitated a partnership between the CT National Guard's Defensive Cyber Operations Element (DCOE) and the Secretary of State's elections enforcement division that is assessing the vulnerabilities and threats to the 169 cities and towns election systems.
- The agency migrated to O365 in March 2020, that greatly assisted the agency in streamlining and improving processes.
- The Military Department began an IT equipment refresh at the end of FY2020 that will continue into FY2021. At its conclusion, all staff will have new equipment that will further enhance their ability to operate remotely without any loss of capability or capacity.

- The agency completed the conversion from paper to electronic filing of personnel time sheets as well as the electronic filing of purchase requests.
- Converted accounts payable and grants to electronic procedures for documentation.

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:

- The agency has no requests from constituents at this time to increase online services.

FY 2021 Technology Budget

- Hardware - $13,000.00
- Software - $10,000.00
- Services (consulting) - $2,000.00
- Subscriptions - $5,000.00
- Telecom and Data - $20,000.00

FY 2021 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:

- 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. This requirement has become more evident in the agency's support to the COVID-19 Operational Response.

- 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.

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

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 Office of Early Childhood (OEC) strives for a stable data infrastructure to manage reliable, quality data across our early childhood system. OEC has been working to integrate cross-agency outcomes in several internal systems to leverage the power of its data to support improved programs and outcomes for children.

OEC is a new agency that was formed from 6 other state agencies, so there was much work to do to build an integrated agency. The work to complete the migration of existing applications from OEC original parent agencies to our new development/hosting environment is ongoing. The IT Division works to improve current data systems to increase the agency's ability to use data to inform and improve policy and administration. This work is rooted in common shared data models and a master data index across all divisions creating a single point of agreement among all agency data. In addition, the OEC continues to build IT and data service connections between state agencies to support real time data inquiries.

The agency continues to build the capacity and develop a strong internal team. IT Operations ensures that all OEC staff have secure and functioning computer and communications technology, along with the knowledge and support to make each individual OEC staff member effective in their work safeguarding and supporting. The Development Team develops applications that securely collect, process and give access to child and program data across OEC's divisions and to the public. The Information Technology Division works to remove barriers for internal staff and ensure an efficient, user-friendly experience for our parent and provider communities. 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 Office of Early Childhood's main technology achievements in FY20:

- Development and launch of the Background Checks Information System 1.0

- Sparkler: Exploration into app-based technology to support parental engagement in early childhood development
- Proof point project on technology and eligibility processing for Care 4 Kids childcare subsidy program
- Data Sharing Playbook: With support from the federal Preschool Development Grant B-5, we developed a general set of guidelines for data sharing within and across state agencies.
- Covid-19 response: Rapid development of CT Cares site to support Covid-19 relief programs administered by the OEC.
- Planning for Citizen One-Stop in collaboration with DAS and DSS

Digital Government

List of Online Services Available:

- CT Cares: Covid-19 Response Program application
    - CT Cares for Child Care (CCCC): Financial support for child care providers who remained open during the initial phase of the COVID-19 emergency response.
    - CT Cares for Frontline Workers (CCFW): Financial support for frontline workers during the initial phase of the COVID-19 emergency response.
    - CT Cares for Childcare Businesses (CCCCB): Financial support for childcare businesses during the initial phase of the COVID-19 emergency recovery.
- New Website: Under development during FY20 and launched during FY21, the OEC has launched a new website.

List of Online Services Requested by Constituents:

- Digital applications: Planning for the Care 4 Kids Parent Portal
- Improvement for data collection: Working to enable bulk upload for large providers submitting child level data and to improve user experience with data

List of Online Services Planned to be made available:

- Care 4 Kids Parent Portal: Digital application and customer view into processing timeline
- Development and launch of new agency website

Planned Applications

ECE Reporter Data Collection and Data Integration Tool: In an effort to expand the utility and efficiency of our data systems, we plan to introduce a redesign of our existing data collection tool.

RAIN: RAIN is the redevelopment of our existing Birth to Three technology systems, SPIDER. SPIDER was original designed as an Access database and has been upgraded over many years. RAIN represents a modernized and redeveloped product.

BCIS 2.0: IN 2019, we introduced the Background Check information System to identify and engage with providers who were out of compliance with new federal requirements. The next iteration of this tool brings together the components of a comprehensive background check for users to track their progress towards a complete check.

QRIS System Development: In FY21, we will spend time developing and modeling data collection to establish a Quality Rating and Improvement System (QRIS) for our Early Care and Education Division.

FY 2021 Technology Budget

Hardware:

- General agency equipment: $47,775 spent in June 2020
  - Laptops (35)
  - Monitors (20)
  - Docking stations (20)
  - Accessories
- Licensing Division: Approximately $20,000 to be spent on equipment in FY21 for establishment of mobile licensing:
  - Chromebooks or tablet devices (50)
- State iPhone costs: $600/head for 65 units = $40,000

Software:

- Microsoft 365 licenses: The agency maintains approximately 120 E3 licenses ($135/each) and will eventually maintain up to 160 licenses. This will cost approximately $21, 600.
- IMPACT: $1M in maintenance fees

Services (consulting):

- Development consultants: $400,000

- United Way: $10,985,150. This contract includes technology services and support among other work and support provided by the vendor.
- Deloitte (Impact Enhancements $1M and Parent Portal work $4.5): $5.5M
- Skylight Digital: FY21 Statement of Work and budget under development
- UCONN School of Social Work Research Partnership: **To be determined**

Subscriptions:

- Enterprise subscriptions for Visual Studio, MS SQL, Nitro Pro and Adobe products are approximately $25,000.

Telecom and Data:

- Phone system: $3,500

FY 2021 Technology Major Expenditures

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

- Telework equipment
- Deloitte (Impact Enhancements and Care 4 Kids Parent Portal)
- Skylight (Website and ECE Reporter)
- GEER funding (Sparkler major expansion and Tech purchase for programs)

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

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. *The Health Data & Analysis Unit* includes the following: Health Information Exchange (HIE); Core Data Analytics Solution (CDAS); All-Payer Claims Database (APCD), electronic health information standards and the consumer health information website, HealthscoreCT.com. *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.
- 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 a statewide Health Information Exchange, established pursuant to Conn. Gen. Statute § 17b-59d. 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. OHS is incubating 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

- OHS rapidly adopted new mobile computing technologies, enabling 100% of staff to work remotely, in accordance with social distancing guidelines put into effect due to the COVID-19 pandemic.
- OHS and OPM established the entity to host the statewide Health Information Exchange (HIE).
- OHS collaborated with UConn Analytics & Information Management Solutions (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 (eCQMS) to drive outcome-based improvements in care delivery. The CDAS incorporates innovative technologies, including Microsoft Azure, Diameter Health, Informatica, and Tableau, 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 SFY20, the APCD Data Privacy Committee completed an assessment and provided guiding principles to OHS with respect to data release and APCD data uses. The guiding principles informed OHS's administrative review and revision of the APCD Policies and Procedures (P&Ps). OHS will submit updated APCD P&Ps as proposed regulations and guidance for APCD data uses. During SFY20, the APCD Data Release Committee received and approved three data release applications, and 15 application inquiries.
- Additionally, OHS performed data analysis to fulfill its statutory requirements, including: 1) using APCD prescription drug cost and utilization data pursuant to Conn. Gen. Stat. § 19a-754b, An Act Concerning Prescription Drug Costs, 2) in support of Governor's Executive Order No. 5 to create healthcare cost growth and quality benchmarks and primary care spend targets, and 3) for Certificate of Need program decision making.
- OHS, in collaboration with UConn AIMS, developed a consumer facing, interactive cost estimator tool based on APCD data, consistent with our statutory obligation under Conn. Gen. Stat. § 19a-755b. The Cost Estimator, available at healthscoreCT.com, provides CT residents with an important consumer tool that analyzes data on common inpatient and outpatient services and procedures and provides consumers with useful information about the typical costs of specific medical services and procedures throughout the state.
- OHS collaborated with the Office of the State Comptroller and UConn AIMS to update and create an online state self-sufficiency standard calculator and expand its use by developing a healthcare affordability index for use by advocates and policymakers who wish to evaluate the costs and impacts of healthcare reforms and proposals.

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:
  - Healthcare Innovation
  - Health Information Technology
  - Healthcare Cabinet
  - Consumer Engagement
  - Health Systems Planning
  - Reports and Data
  - Prescription Drug Reporting System
  - Cost Growth and Quality Benchmarks and Primary Care Target
  - Healthcare Affordability Index and Self-Sufficiency Standard
  - 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 Conn. Gen. Stat. § 19a-634. 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 Conn. Gen. Stat. § 19a-654.
- A consumer cost estimator using APCD data was deployed during SFY20 to enable CT residents to comparison shop for some of the most common inpatient and outpatient healthcare services and procedures, healthscoreCT.com. The site also includes a quality scorecard comparing healthcare organization performance on several quality measures.
- Consistent with its statutory mandate under Conn. Gen Stat. § 19a-654(b). OHS developed a user-friendly prescription drug reporting web portal was created that enables sponsors and manufacturers to report certain information on new, pipeline and existing outpatient drug information to improve pricing transparency.
- Self-sufficiency standard and healthcare affordability index were developed to enable advocates and policymakers to estimate the financial impacts of various proposals and healthcare reforms on CT households.

List of Online Services Requested by Constituents:

The constituents of OHS 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 SFY21. 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 eCQM'S.
- OHS, the Department of Social Services (DSS), and the Department of Consumer Protection (DCP), 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 (SUPPORT for Patient and Communities Act, Public Law No: 115-271). During SFY21, 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.

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 updates (see above)
- Consumer cost transparency web portal functional updates (see above)
- Web-based electronic payment system to receive application fees for programs such as CON and APCD data release.
- Web portal for CON compliance activities
- Web portal for receiving confidential patient data and populating databases
- Digital dashboards illustrating cost and affordability of healthcare for CT households varied by health risk, family size and type of insurance.

SFY 2021 Technology Budget

OHS Plan for technology spend from all sources:

- Hardware and software (OHS Internal Operations) – $15,000
- Outsourcing – OnPoint Health (APCD) – $739,300

In addition to the above, Conn. Gen. Stat. §§ 17b-59f and 17b-59g assign authority to OHS, in consultation with the HITAC, to oversee the development and implementation of the nonprofit, nongovernmental statewide HIE. During SYF20, OHS continued to incubate foundational technical capabilities in anticipation of launching the HIE during the Fall of 2020. Building on the established Memorandum of Agreement (MOA) with UConn AIMS, which supported the design and development of CDAS that will advance the deployment of the statewide HIE with some foundational components, DSS has agreed to be transfer the Project Notify tool to the HIE. Combined with the CDAS Master Data Management (MDM), this adds additional capability. The HIE also issued a Request for Quotations for an integration engine, has selected a proposal, and is developing the legal agreements to work with the integration engine partner. At the time that the HIA, Inc., now operating under the brand name Connie, is fully funded, OHS will coordinate with Connie to ensure that the aforementioned incubation activities, including all related licenses and service contracts are assigned to the HIE entity.

Pursuant to Conn. Gen. Stat. § 17b-59a, OHS must develop a Statewide Health IT Plan that establishes electronic standards for security, privacy, data content, structures and format,

limits use of social security numbers, establishes HIPAA requirements as a baseline, requires audit trails for uses of personally identifiable information, aligns to national standards, permits health information interoperability and is compatible with electronic health systems. During SFY21 OHS will work with relevant agencies and DAS/BEST to establish a set of standards that meets the objectives of the statute and can be the basis for the subsequent gap analysis, action plans and policy development necessary to bring agencies into conformance with the standards.

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 & FF21 planned funding for the HIE follows below:

	FFY 2020			FFY 2021		
State Cost Category	**90% Federal Share**	**10% State Share**	**Total**	**90% Federal Share**	**10% State Share**	**Total**
State Personnel including benefits (from Table 6)	$ 863,562	$ 95,951	$ 959,514	$ 1,011,110	$ 112,346	$ 1,123,456
Travel (conferences and in-state mileage)	$ 45,000	$ 5,000	$ 50,000	$ 45,000	$ 5,000	$ 50,000
State Hardware/Software/Licensing	$ 829,513	$ 92,168	$ 921,681	$ 270,000	$ 30,000	$ 300,000
Equipment, Supplies and Hosting (BEST)	$ -	$ -	$ -	$ -	$ -	$ -
Indirect	$ 127,485	$ 14,165	$ 141,650	$ 127,485	$ 14,165	$ 141,650
HITECH - Contractor Costs (from Table 7)	$3,211,164	$356,796	$ 3,567,960	$ 2,348,154	$ 260,906	$ 2,609,060
Sub-Total (HITECH)	**$5,076,724**	**$564,080**	**$ 5,640,805**	**$ 3,801,749**	**$ 422,417**	**$ 4,224,166**
MMIS - Contractor Costs (from App. A)	$ 442,985	$ 49,221	$ 492,206	$ 336,738	$ 37,415	$ 374,153
Grand Total (HITECH and MMIS)	**$5,519,710**	**$613,301**	**$ 6,133,011**	**$ 4,138,487**	**$ 459,832**	**$ 4,598,319**

FY 2021 Technology Major Expenditures

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

SFY21 expenditures specific to OHS

- OnPoint - Contractual Services: OnPoint –$739,300

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

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

Over the past year, OHE has adopted 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

Prior to March 2020, staff at the Office of Higher Education did not have sufficient technology to allow working from home. However, with the onset of the Covid-19 pandemic, steps were taken to make this possible. Surface Pro tablets were ordered for staff that did not already have an agency-issued device. However, due to high demand, these items were placed on back order. Most staff were able to use personally owned devices in the interim (it should be noted that no state data was ever housed on those devices). The Surface Pro tablets were delivered in early May and were setup and distributed to staff within days of receipt. Approximately 75% of our staff were given the ability to remotely connect to their work computers using BEST's RDP system. TeamViewer licenses were purchased for the remaining 25% of staff. Currently, 100% of staff are now working from home and have full access to all network drives and files. The only task they are not able to do from home is printing, to avoid violating state policies regarding such.

OHE initiated a software upgrade program for Microsoft Access. OHE was using outdated Microsoft 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.

As a means to process Grant Agreements, PSAs and other documents that are traditionally routed through a mailing system (interoffice, USPS, FedEx) for signature, the OHE purchased a DocuSign license. This enables documents that require multiple signatures to efficiently move through a routing system, remotely.

OHE also went through an extensive software selection process to evaluate and select a new SaaS solution for the Financial Aid Processing Application software. This included the following programs:

- 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

A formal request was made to the Bond Commission's IT Capital Investment Program for initial payment of this SaaS solution

Lastly, the Programs and Student Services division worked with a consultant to create a secure, online compliance monitoring platform for National Service that would:

- Streamline processes around monitoring of AmeriCorps program policies, procedures, and implementation
- Increase monitoring capacity via use of secure remote desk review of member and program management documents
- Enhance monitoring outcomes with built-in scoring of submissions in the areas of compliance and quality, which will clearly identify target areas for training, technical assistance, and/or enforcement.
- Improve staff ability to tell the national service story with automated dash-boarding, customizable to stakeholder audiences

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
- Online payments

Planned Applications

OHE is in the process of replacing most, if not all MS-Access applications over the next couple of years. For FY 2021, 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
- Academic Affairs System, including:
  - Private Occupational School Approval
  - Licensure & Accreditation
  - Out-of-State Registration
  - State Authorization Reciprocity Agreement
  - Veterans Program Approval and Benefits Application Software

- Alternate Route to Certification

FY 2021 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	$15,000
Subscriptions:	
Other Subscriptions	$12,000
Telecom and Data:	
Telecom	$18,000

FY 2021 Technology Major Expenditures

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

OHE will again be seeking OPM Bond Commission funding for the following Financial Aid Processing Application Software:

- Fee Estimate: $900,000 for consultant services, data conversion and one year of software maintenance and support which includes:
  - Software development
  - Data conversion
  - Software as a Service (Cloud hosted)
  - Training
  - Ongoing support

The Academic Affairs System:

- Fee Estimate: $100,000 to $250,000 consultant services, data conversion and one year of software maintenance and support which includes:
  - Software development
  - Data conversion
  - Software as a Service (Cloud hosted)
  - Training
  - Ongoing support

Other OHE Programs:

- Fee Estimate: $150,000 to $250,000 consultant services, data conversion and one year of software maintenance and support which includes:
  - Software development
  - Data conversion
  - Software as a Service (Cloud hosted)
  - Training
  - Ongoing support

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

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

- Provide OPM staff with the hardware and software needed to accomplish OPM's mission.
- 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 cloud-based environments, including Microsoft Azure, for external facing web applications used by the municipalities and other agencies.
- Provide 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 https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

Technology Achievements

- OPM was able to convert all 103 employees to a teleworking environment within three days
- Worked closely with BEST to ensure our laptops and desktops are up to date with the latest windows updates using SCCM and malware definitions using ePO.
- Migrated all OPM employees from Windows 7 to Windows 10
- Migrated all OPM employees from Office 2016 to Office 365
- Migrated 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.
- Rolled out the Municipal CRF program, which allows municipalities to request reimbursement for COVID-19 related expenses

- Rolled out a new web application to allow municipalities to report tax and mill rate information

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 58 active sub-recipient grant awards across approximately 22 separate Federal Programs and 3 State Programs under active management in the Grantium Grants Management System.
- 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.
- Ergs – 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.

- Witness Tracking – An online web application that allows courthouses to track and share the usage of jailhouse informants
- Municipal CRF- An online portal which allows municipalities to request CRF reimbursement for unexpected COVID-19 related expenses
- M-1 – An online web application that allows municipalities to report tax and mill rate

information 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.
- A portal that allows Managed Residential Communities and Assisted Living facilities to request reimbursement for COVID-19 testing.
- Convert all agency desktops to laptops with docking stations for business flexibility and a better teleworking capability.
- OLR centralization – Onboard 54 employees that will be working remotely at assigned state agencies. Will need to provide equipment and access to certain labor relations information
- Replace use of GoToMYPC with VPN.
- Upgrade local area network equipment (~ 7 years old) to better service our employees with new laptop/docking stations.
- Research purchase of case management/grievance tracking system for the Office of Labor Relations.
- Research extension of Core-CT grants management system currently used by Health and Human Services agencies to all executive branch agencies.
- Research implementation of an electronic signature application for agency wide use
- Participate in statewide IT optimization meetings.

FY 2021 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware ○ Headphones - $10,000 ○ UPS(s) - $23,000 ○ Laptops - $71,000 ○ Docking stations - $11,000
- Software - none
- Services (consulting) ○ Hosting Provider for Municipal grants portal - approximately $24,000.
  ○ Azure hosting for Uniform Chart of Accounts – approximately $28,000
- Subscriptions ○ GovInvest – A pension modeling tool for budget analysis: $19,316.55 ○ West Law – A subscription for researching laws and statutes: $4,767.38 ○ HIS Economic Forecasting –Revenue projections: $38,440.00
- Telecom and Data - None

FY 2021 Technology Major Expenditures

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

- $322,000 for a grants management system
- $110,000 for OLR case management solution

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

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 2021. 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

- Due to COVID, we were able to get everyone laptops with VPN access to work from home.
- Upgraded Case Management System
- Provide online Board Meetings.

EGovernment

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 SFI Crystal reports to web reporting and WEB power BI Reports.
- Create a lobbyist Release due to some changes that were needed.

FY'2021 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'2021 Technology Major Expenditures

- $54,243.36 Approved Capital Investment

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

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

- Pandemic response in setting up remote access servers farm on a moment's notice.
- Moved entire Agency to new building with zero down time.
- 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
- 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.

- Moved the Agency legal research system from Westlaw to LexisNexis resulted in a huge cost saving to the state.

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

- Upgrades to LawBase (Case Management Software)
- Electronic Signature Project – Waiting and interested in BEST's Enterprise solution.
- Look into Cloud Services for Document Management System (iManage)
- Enable wireless access at AG offices (Remote locations)
- Modify On-Line constituents' complaint system and add additional modules to it.
- Improve database communication systems between Judicial, DCF and the AG office.

FY 2021 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware - $400,000
- Software - $5,000
- Services (consulting) - $100,000
- Subscriptions - $120,000
- Telecom and Data - $1,000

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 2021 Technology Major Expenditures

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

- Upgrade of entire Agency with laptops (to replace desktops) in the first part of the fiscal year. We will be replacing 6-year-old equipment. We estimate the total cost to be around $475,000

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

Office of the Chief Medical Examiner

Mission

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

Technology Strategy

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

Technology Achievements

- 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 which has reached the EDRS Pilot Program City of New London trial starting July 1, 2020.
- 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 down-loadable forms and electronic contact information.

List of Online Services Requested by Constituents:

- As part of the DPH lead Electronic Death Registry System project, on-line payment for cremation certificates entered a pilot phase starting July, 2021.

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.
- The agency will work with Quincy to enable electronic record transmission of reports to constituents.

FY 2021 Technology Budget

Outline a plan for technology spend from all sources:

- Software Quincy Case Manager contract license rental and maintenance support estimated at $35,622 [Master agreement supplement issued]. The Office of the Chief Medical Examiner [CME49500] is requesting Capital Equipment Purchase Fund money for state fiscal year 2020-2021. The agency CEPF funds will be used toward a refresh of 5 agency servers [support expiring on existing units starting September 26th] that are at an end-of-life cycle [purchased in 2015] as determined by Dell and this agency. A preliminary discussion with DAS/BEST has resulted in an approval for this refresh request that will be formally approved through the ITD-10 required process once funds are secured. The Kubscan imaging unit must be upgraded with a sole source hardware/software digital wireless technology. The existing setup is no longer supported by the company [KubTech]. The total requested through OPM is $102,620.
- 53760 IT Software Maint & Support $ 35,622.
- 53820 Cellular Communication Srvcs $ 10,821.
- 53830 Internet Services/Domain $ 5,035.
- 53850 Telephone Repair & Maintenance $ 120.
- 53870 Loc/Long Distance Telecomm Sv $ 19,279.

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 2021 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.

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

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

Move Legalfiles application to BEST supported server/Datacenter

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. Look into combining this with the BEST supported Legalfiles system that is in use by other agencies to save license and hardware costs.

FY 2021 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware $ 5000.00
- Software $
- Maintenance $ 6902.00
- Telecom and Data $ 5000.00

FY 2021 Technology Major Expenditures

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

None

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

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

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.

CONCORD enhancements to support PDF creation and storage of online filings (eliminate printing and paper storage).

Connecticut eRegulations System Enhancements.

Virtual Desk Top Infrastructure in support of local end points for CVRS access. Implementing a Citrix Solution to further protect local access to the CVRS System.

Online registration and renewals for notary. The notary registration system has been migrated to the statewide eLicense System.

Additional security enhancements for the CVRS, OLVR and EMS/ENR systems. Implemented 2 factor authentication for the CVRS System. We are also in the process of implementing 2 factor authentication for the Election Management System (EMS) System.

Replacement evaluation for the Connecticut Business registration system (CONCORD) was completed. It was determined that the system should be replaced in support of the state wide Business One Stop Project.

A contingency Voter Lookup System was developed and hosted in the AWS govCloud. The voter data is uploaded to this system on a regular basis 2 months prior to an election. This system can be used in the event that there is an issue with CVRS or the state network.

Various enhancements were made to the CONCORD system in support the automation of foreign investigations as well as increasing internal efficiencies.

Engaged the Connecticut Military Department (CTMD) to perform cybersecurity audits of the town security posture as it relates to the election's infrastructure.

In the process of upgrading approximately 20 town network connections to the CVRS System.

Upgraded all of the agency workstation hardware and operating system to Microsoft Windows 10. Also upgraded to Office 365.

Technology support for the agency office move from 30 Trinity Street to 165 Capitol Avenue.

Technology support for remote computing required due to the pandemic. This included rolling out laptops and printers.

Enhancements to the CVRS System were made in support for the increased use of absentee ballots for the 2020 election cycle.

EGovernment

List of Online Services Available:

- 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
- Online access to original filing documents of businesses
- Online registration and renewals for notary.

List of Online Services Requested by Constituents:

List of Online Services Planned to be made available:

Planned Applications

- CONCORD System replacement.
- CVRS System replacement.

FY 2021 Technology Budget

Technology Source	Amount
Hardware	$747,400.00*
Software	$3,210,298.00*
Services (Consulting)	$1,471,180.00
Subscriptions	$24,800.00
Telecom and Data	$366,900.00

* includes maintenance

FY 2021 Technology Major Expenditures

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

- 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 CVRS, OLVR and EMS/ENR systems.
- Town Network Connection Upgrades
- Audit of Elections Infrastructure Vendors
- Replacement of the CONCORD System
- Replacement of the CVRS System

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

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. OSC is investigating the options for the next generation of the Core-CT's infrastructure. The solution will encompass the Oracle database environment and the PeopleSoft server infrastructure. Cloud solutions as well as traditional on premises hardware solutions are being evaluated.

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 system enhancements for the following Core-CT modules;
  - Asset Management
  - Accounts Payable
  - Accounts Receivable/ Billing
  - Cash Management
  - Pension Administration
- Completed the implementation of additional dynamic security functionality to support new employee self-service activities.

- Implemented a document scanning system and are midway through a project to digitize paper files.

EGovernment

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 a retirement benefit estimator to the employee self-service Portal.
- Adding two factor authentication to the retiree self-service Portal
- GASB 87 – Tracking and Reporting of Leases.

FY'2021 Technology Budget

Outline a plan for technology spend from all sources:

- Software and Hardware Maintenance $3.9M
- Services (consulting) $ 5M
- Computer Hardware $ 3M

FY'2021 Technology Major Expenditures

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

- Software and Hardware Maintenance
- PeopleSoft upgrade; Consulting Services
- Core-CT infrastructure refresh

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

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 transition the data systems and technology infrastructure support for the Connecticut Technical Education and Career System (CTECS) to 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.
- Assist with the transition of technology services and support to the CTECS (formerly the CT Technical High School System) and the Office of Early Childhood (OEC), so they become fully 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 http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

Technology Achievements

- Supported ongoing maintenance and implementation of several data collection applications to support agency priorities (e.g., PSIS, special education, teacher-course-student, Directory Manager)
- Rapidly designed and built an extension to the existing PSIS system to support collecting address and other information from school districts. This data was then cross-referenced with other CSDE systems before being sent to DSS. This allowed the distribution of P-EBT benefits to approximately 285,000 Connecticut students who were not receiving their free- or reduced-price school meals due to COVID-19 school closures. This work led to Connecticut being one of seven states recently recognized by Results for America for state government use of data-sharing across

agencies during the COVID-19 pandemic.
https://2020state.results4america.org/state-standard-of-excellence/data-use.html#connecticut

- Completed the development and launch of the Education Finance System (EFS)
- Continued implementation of the Direct Certification application and expanded data matching with DSS to include Medicaid data
- Successfully automated student rostering for statewide summative assessments (e.g., Smarter Balanced, LAS Links) with multiple online vendors
- 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
- 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
- Migrated all end users to a Mobile environment
- Implemented O365 and completed Mail Migration to Cloud technology
- Implemented Telework initiative and continue with renewals throughout the agency
- Migrated CTECS to administer VPN for their end users
- Worked with CTECS to migrate Data to separate network
- Successfully re-wrote data from WANG system to web based cloud connectivity
- Migrated the Adult Education CARS servers to the Groton Data Center and subsequently to a third party SaaS solution
- Migrated all end users to be able to work remotely via VPN and Microsoft technologies
- Successfully procured three new cloud-hosted SaaS solutions to respond to legislative/judicial mandates including a statewide special education system, a school choice lottery system, and an adult education management information system.

Digital Government

List of Online Services Available:

- EdSight – Education Data Warehouse (public and secure)
- 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:

- Migration of choice lottery to SaaS platform and integration with student data
- Development and customization of special education SaaS solution to consolidate several existing legacy data collections and integration of new SaaS with student enrollment and organization data

Planned Applications

- Complete retirement of WANG/DELL historical payroll platform.
- 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).
- For existing applications and infrastructure using end-of-life technologies, either attempt to rewrite with newer frameworks or migrate business functionality into existing applications or newer severs built with currently-supported technologies.

FY 2021 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware: $1,050,000
- Software: $150,000
- Services (consulting): $2,000,000
- Subscriptions: $800,000

- Telecom and Data: $30,000

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 2021 Technology Major Expenditures

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

- Redesign and rewrite of Directory Manager and PSIS.
- Continued support of all existing applications (e.g., EdSight/SAS, educator certification, HMB eGrants, Colyar, assessment platforms)
- Support for transitioning legacy applications to new SaaS versions and developing integrations where necessary (CT-SEDS, LACES, Blenderbox)
- Within current resource constraints, attempt to migrate existing mission-critical systems off unsupported legacy infrastructure.
- Within current resource constraints, attempt to update legacy applications.

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

State Elections Enforcement Commission

Agency 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 SuperPACs. 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 for the New IT Organization
- 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 2020 - 2021, 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 http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

Technology Achievements

- Exchange email migration to the Cloud
- Use of Microsoft Teams for collaboration.
- Hard Token VPN to Soft Token and ODA completed for all SEEC Staff
- LaserFiche Enforcement Workflow reporting server
- Migration and upgrade to Office 365 Professional
- Implementation of Sitecore for SEEC web portal migration
- Implementation of BEST Multi Factor Authentication.

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 even with the COVID-19 shutdown.

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 for 2020 Election.
- Continuous monitoring of SEEC Enterprise systems and applications.
- Updating of SEEC Web pages to new portal 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 using multi-factor authentication on all workstations.
- 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 Service

- Virtual Commission meetings held with WebEx
- eCRIS On Line Filing System Member update
- eCRIS Document search expanded
- Updated State Contractor Contribution Ban System
- Commission Decisions and minutes
- On Line Registration Forms
- Guides and Publications
- Additional new 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

- 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 for 2020 Election.
- Microsoft Office 365 update.

FY 2021 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.

- Relocation of SEEC Offices to 55 Farmington Ave
- Renewal of Maintenance Contracts
- Renewal of utility software licenses
- Renewal of software licenses for development

FY 2021 Technology Major Expenditures

Procurement of Laptops for all Agency Staff for Telework due to COVID-19 pandemic and compliance with Governors orders on working from home.

State of Connecticut
IT Strategic Plan for Fiscal Year 2021

CT 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.
- Implement Filenet to digitize and automate update of member records.

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.
- Distributed new computers with M365 to employees due to Windows 7 end of life.
- Tested legacy Pension System and other applications with M365 and Windows 10.
- Reconfigured systems due to Agency move.
- Configured systems to enable telecommuting for staff.
- Digitized paper records & files.
- Upgraded to Statewide Avaya Phone System.
- Upgraded online cost calculator to reflect new factors.

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:

- Webinars to train Board of Education staff on Transmittal and Health Subsidy reporting.

Planned Applications

- Implement Filenet to digitize and automate update of member records.

FY 2021 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware
- Software
  - M365 : $6,800
  - Oracle : $10,000
  - Backup Software : $1,000
- Services (consulting)
  - Offsite data storage : $1,300
  - Server warranty renewal : $1,300
- Subscriptions
  - GotoMeetings.com : $600
  - People finder Service : $3,500
  - Death Reporting : $2,500
  - Scanoptics : $15,000
  - Telecom and Data : $30,000

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 2021 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 of Connecticut
IT Strategic Plan for Fiscal Year 2021

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 the IT department at WCC 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

- Successfully tested our DR solution for WCS application by running off the UAT/DR server
- Deployed laptops and desktops with Windows 10/Office 365 throughout the agency
- Moved the back-end database server for WCS from an aging and older HP hardware to a virtual server at BEST Datacenter

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 2020

FY 2020 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware $20,000
- Software $68,700
- Maintenance $10,000
- Services (consulting) $70,000
- Subscriptions $132,430
- Telecom and Data $120,000

FY 2021 Technology Major Expenditures

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

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