IT INVESTMENT CAPITAL FUND
PROJECT STATUS REPORT

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

FROM: David F. Doukas

AGENCY/PROJECT NAME: DORS / Integrated Consumer Service and Reporting System

PROJECT MANAGER: Michael S. Simeone

REPORTING PERIOD: 11/01/2013 – 06/30/2104

Total Funds Requested: $ 3,225,798

Bond Commission Approval(s): Date: Sept. 2013 Amount: $ 387,600

Accumulative Total Capital Fund Expenditures to Date: $384,466.46

Brief Project Description/Summary:
The Department of Rehabilitation Services (DORS) consists of the former Department of Social Services, Bureau of Rehabilitation Services (BRS), the Board of Education and Services for the Blind (BESB), the Commission on Deaf and Hearing Impaired (CDHI), the Worker's Rehabilitation Program of the Worker's Compensation Commission and the Handicap Driver Training Unit of the Department of Motor Vehicles. DORS has a requirement to implement an integrated centralized Case Management and Reporting System that will support the business requirements of this recently consolidated state department and the 13 distinct programs it administers. This new system will supersede the existing DORS legacy systems and allow for the standardization of workflow and operating procedures across all DORS programs. Additional benefits of the new system include increased staff productivity and agency workflow processing, improved fiscal processing, reporting, data sharing and providing our Consumers with superior customer service and enhanced self-referral offerings to DORS programs and services.

Progress Achieved to Date:
The project started in January 2014 with the hiring of a certified Project Manager and 3 Business Analysts as the primary project team members. The Project Team successfully created an industry standard formal Project Management Process within DORS that includes; project organization, artifacts, documents, forms, policies and procedures. To date approximately 21 individual DORS workflows have been analyzed and documented for "Current and Future State" business requirements and a GAP analysis performed against DORS's current legacy case management system. A draft RFP consisting of over 1,600 questions and business requirements is completed and schedule to be finalized by end users in mid-July. DORS is engaged with DAS procurement and has set a tentative RFP release date of September 2014.

Issues and Risks:
The DAS procurement process timeline can take 9 to 12 months to complete from the date the RFP has been submitted to DAS, to a signed vendor contract. 2-3 months for DAS to review and issue the RFP. 3-4 months for the Vendor to return the RFP responses and the Review Committee to make a selection. 4-5 months for the Attorney General's Office to review and sign the vendor contract. With this timeline the project will lose knowledgeable project resources while waiting for the DAS process to complete. During this time there will be changes in Federal and State program requirements that will require modifications to the RFP. Implementation of the new system is forecasted to take 12 to 18 months. The process efficiencies, staff productivity and

consumer benefits obtained from the new system will not be fully realized for 24-30 months from the date the RFP is submitted to DAS. Based on a "Best Case Scenario" we are looking at a usable system between July 2016 and February 2017.

Next Steps & Project Milestones:

Begin workflow/process improvements and new business rules meetings with end users. Meet with DAS on July 8th, 2014 to begin the RFP review process. Finalize the RFP with DORS Stakeholders by mid-July. Work with DAS to release the RFP on or before September 1, 2014.