

**IT INVESTMENT CAPITAL FUND  
PROJECT STATUS REPORT**

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

**FROM:** Brian Carlow, Deputy Chief Public Defender

**AGENCY/PROJECT NAME:** DPDS / Capabilities Improvement Program

**PROJECT MANAGER:** Frank DiMatteo

**REPORTING PERIOD:** Project Inception through 12/31/2014

**Total Funds Requested:** \$ 3,834,250

<b>Bond Commission Approval(s):</b>	Date: Apr. 2013	Amount: \$ 750,250
	Date: July 2014	Amount: \$ 460,000

**Accumulative Total Capital Fund Expenditures to Date: \$391,785**

**Brief Project Description/Summary:**

The Division's Strategic IT Plan is a five year program that strives to create a "best in class", client centered work environment that will increase the overall capabilities of the Division and give employees around the clock access to the information they need to do their jobs. Major accomplishments will include: (1) integrated access to CISS; (2) mobile and office technology that will provide access to a wide array of information; (3) a comprehensive Case Management System; 4) An updated technology infrastructure; and (5) a Brief and Motion Library. Business Benefits to this plan include: 1) Creation of a dedicated Case Management System that meets the needs of adult and juvenile clients; 2) Creation of standardized attorney and staff processes; 3) Wireless connectivity to the enhanced DPDS technology tools; 4) Creation of integrated information architecture; 5) Reduction in the use of paper files; 6) Human resource efficiencies that would allow for staff reductions, principally through attrition.

**Summary of Progress Achieved to Date:**

As of January 2015, progress continues with the program. Accomplishments have been made in the following areas:

**Program Establishment:** The structure, responsibilities, sponsor, project manager, and stakeholders have all been identified for the program. DPDS has assigned responsibilities and project charters that outline scope, objectives, outcomes, as well as the management model for the program.

**Program Communication:** DPDS has identified and conducted outreach and ongoing communication with stakeholders and users that will be impacted by the Strategic IT Plan. A coalition team was formed with members covering all job functions, spanning across multiple adult and juvenile offices. Organized meetings with Supervisors have also been conducted in order to prepare them for the implementation of the project. Additionally, teams of Division SMEs (Subject Matter Experts) have been testing an initial version of the case management system to provide important feedback.

**Case Management System:** Replacing DPDS's current Case Tracking system with a new Case Management solution is the most important project in the program as it will affect all critical business needs of the Division. To that end, DPDS gathered feedback from stakeholders, identified technical standards, and developed detailed requirements for the system. Once that phase was completed, DPDS integrated the detailed requirements into a standard RFP format and worked with the Department of Administrative Services to develop an evaluation methodology and released the RFP. DPDS evaluated proposals from vendors, completed contract

negotiations, and signed a contract with the highest scorer, New Dawn Technologies. The Division is currently working with the vendor and has an estimated system release timeframe of Summer/Fall, 2015.

**Domain Consolidation:** Updating DPDS's infrastructure is also an important piece of our program. In this past quarter, the Division has configured the recently purchased server hardware and software necessary to update and consolidate DPDS's domains. We have begun the process of migrating every user in the Division off of Judicial's domain and onto a new DPDS domain. This will be an extensive project, but necessary to maintain a higher and more efficient level of managing Division workstations. We now estimate that the domain migration will be completed in the Spring/Summer, 2015.

**Laptop Deployment:** Deploying laptops with wireless adapters provides attorneys, investigators, and social workers a mobile platform to access important information, thereby increasing staff efficiency. As of January, 2015, a new laptop has been deployed to all of the Division's full-time attorneys, as well as a significant percentage of social workers and investigators. Once the Case Management System is implemented and CISS is fully functional, DPDS staff will have access to nearly all the information they need, wherever they are.

**Issues and Risks:**

Key Issues and risks to the Plan continue to be the following:

Funding and budget constraints

Timing with CISS releases

Cooperation and availability of other State Agencies that DPDS depends on for network connectivity and information access

**Next Steps & Project Milestones:**

Implementation of the Division's case management system to adult and juvenile field offices is our top priority and would represent the most significant program milestone. Once the system is implemented in these offices, extending it to serve the Appellate and Innocence Project offices would be our next phase.

In addition to the case management system, migrating all DPDS users to our new domain would represent another significant achievement.