

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: Jon Novak

REPORTING PERIOD: Project Inception through 6/30/2015

Total Funds Requested: \$ 3,225,798

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

Accumulative Total Capital Fund Expenditures to Date: \$ 349,960

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.

Summary of 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.

DORS released the RFP in early September 2014 for vendor review under the title of "Integrated Consumer Services and Reporting System". Due to the lack of vendor responses to the RFP, DORS made a decision to reissue the RFP under the title of a "Case Management System" more in-line with the functionality of the system and we also allowed additional time for vendor review and questions. In November 2014 DAS reissued the newly titled DORS RFP with a mid-December 2014 date for vendors to submit questions. DORS received questions from 12 different vendors and DORS responses to vendor questions were submitted to DAS and

posted on December 31, 2014 for vendor review. Started workflow and process improvements analysis and standardization of workflow and forms.

The RFP period closed in January 2015 with a total of 9 responses being received. After a lengthy period of review, analysis and scoring of the written responses by the project team, three vendors were selected for system demonstrations. Demonstration scripts requiring vendors to exhibit specific functionality were developed and forwarded to these vendors. Demonstrations with all three vendors were scheduled for the week of July 13, 2015.

Issues and Risks:

Due to the diversified nature of DORS programs and services there is a risk that not all programs may fit into the new case management system being proposed. For those programs time, cost and methodology can't be assessed until a vendor has been selected and their architecture fully understood. Additional time will be required to review those incompatible programs and services and create a plan on how to integrate them into the new system. Some older existing legacy architecture will have to be reengineered to integrate with the newer technology being proposed.

Due to the untimely resignation of the contracted Project Manager in April 2015, the project experienced a period of delay while a replacement was recruited and on boarded. The existing project team was able to complete initial written response scoring during this period, but it was decided that the best course of action was to have the replacement Project Manager in place prior to vendor demonstrations. This delay has altered the Project schedule to the extent that inadequate financial resources may no longer be in place to insure that the contracted Project Manager and Business Analyst can be retained while the revised Application/Investment Brief is being reviewed and the "go vs. No-go" decision on the entire project is being made by the IT Capital Investment Committee.

Next Steps & Project Milestones:

- July 2015, first round of vendor system demonstrations completed.
- September 2015, 2nd round of vendor system demonstrations are scheduled.
- September 2015, select vendor system and make recommendations to DORS management.
- September 2015, IT Capital Investment Application and Investment Brief revised and submitted.
- October 2015, Project presented to IT Capital Investment Committee for "Go vs. No-Go" decision
- November 2015, Bid Awarded with subsequent vendor contract negotiations
- December 2015, submit vendor contract to AGs office for review & signature