

IT INVESTMENT CAPITAL FUND PROJECT STATUS REPORT

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

FROM: Department of Energy and Environmental Protection

AGENCY/PROJECT NAME: DEEP / Case Management

PROJECT MANAGER: Irene Garcia

REPORTING PERIOD: Project Inception through 6/30/2015

Total Funds Requested: \$7,950,000

Bond Commission Approval(s):	Date: Jan. 2013	Amount: \$1,150,000
	Date: Jan. 2014	Amount: \$3,750,000
	Date: Jan. 2015	Amount: \$3,050,000

Accumulative Total Capital Fund Expenditures to Date: \$5,752,184

Brief Project Description/Summary:

DEEP's enterprise-wide online case management system will create a public online, paperless interface to conduct the business of licensing, permitting and registration of activities that are under DEEP jurisdiction. This system will expand the Department's existing e-government platform to include all Environmental Quality, Environmental Conservation, Energy branch permitting, licensing, registrations and docket activities to leverage common functions and interfaces while allowing for the submittal, review and internal routing of electronic data. The system must be adaptable enough to allow for additional program specific case management, licensing, registration, and permit forms in the future, to be built in-house. The agency's information management program will provide instant, intuitive, online, 24/7 access for citizens, business, and local and state government to essential site documents, data and status updates; and provide a nimble and efficient business flow for applicants and agency staff saving both the agency and its constituents time and money.

Summary of Progress Achieved to Date:

The first step in this IT Investment was the implementation of the IBM software and the three environments to support the development, testing and production hosting of these applications. BEST has completed this effort in support of the DEEP investment but equally important is that this software is available to the state enterprise. IT Investment Projects implemented include: Underground Storage Tank Registration and Stormwater Construction General Permits, Stormwater Industrial General Permit and Stormwater Non-Exposure, Environmental Conservation Permits. IT Investment Projects in the Implementation Phase include: Radiation DTX, Radiation RMI. IT Investment Projects in the Requirements Phase include: Site CMS (Remediation). IT Investment Projects in the Detail Design Phase include PURA e-filing and Common Modules. IT Investment Projects in the Business Issues Phase include: Natural Diversity Database (NDDDB) review.

Issues and Risks:

Risks include a complex and large project portfolio compounded by the loss of a senior project manager and supervisor. The communication and coordination of multiple large projects in different stages of development is also a concern. DEEP's goal is to maximize object/component reusability, with several projects in various stages this has become an objective and a priority. Challenges with implementing business process change within the agency and the need to develop agency wide business standards. Both business and technical staff are working with new technology which delays decision making and impacts project schedule. Developing an ongoing support and maintenance plan for these applications with limited staff requires review. The hosting

environment, at BEST, for these applications is a shared environment. Increases in other agencies work volume can and has had a negative impact on DEEP's ability to process permits and the public's ability uses these online functions. A strategy is required to migrate software at the hosting site to current revisions levels, both at the application and system software level.

Next Steps & Project Milestones:

Continue to move projects forward through the SDM process as identified in IT Investment update. Focus on definition and construction of common modules that follow standard business processes.