

**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 6/30/2015

Total Funds Requested: \$ 3,834,250

Bond Commission Approval(s):	Date: Apr. 2013	Amount: \$ 750,250
	Date: July 2014	Amount: \$ 460,000
	Date: Jan. 2015	Amount: \$ 360,000

Accumulative Total Capital Fund Expenditures to Date: \$550,721

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 July 2015, progress continues with the program. Accomplishments have been made in the following areas and major milestones have been reached in the Domain Consolidation and Case Management System Projects:

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 continued to provide communication with stakeholders and users that are impacted by the Strategic IT Plan. A coalition team was formed with members covering all job functions, spanning across multiple adult and juvenile offices. Communication with Supervisors continues in order to provide us with feedback regarding the project. Additionally, teams of Division SMEs (Subject Matter Experts) in adult offices have been testing an initial version of the case management system to provide additional feedback.

Case Management System: The new Case Management System was implemented in Juvenile field offices on June 15, 2015, signifying a major milestone, which was achieved on schedule and within budget. The Division is currently scheduling training for adult field offices and is expected to go-live with the adult system in Summer/Fall, 2015, which would also be on schedule, and is projected to be within budget. Replacing DPDS's

current Case Tracking system with a new Case Management solution has been the most important project in the program as it will affect all critical business needs of the Division.

Domain Consolidation: DPDS has completed the process of migrating every user in the Division off of Judicial's domain and onto a new DPDS domain. This allows DPDS to maintain a higher and more efficient level of managing Division workstations.

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 July, 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 field offices is DPDS's 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.