

**IT INVESTMENT CAPITAL FUND
PROJECT STATUS REPORT**

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

FROM: Catherine Smith
Commissioner, Department of Economic and Community Development

AGENCY/PROJECT NAME: DECD / Lean-Driven IT Revitalization Project – Plateau 1

PROJECT MANAGER: Jim Watson (through 10/15/2015)/Susan Shellard

REPORTING PERIOD: Project Inception through 12/31/15

Total Funds Requested: \$1,620,000

Bond Commission Approval(s) Date: March 2015 Amount: \$ 1,620,000

Accumulative Total Capital Fund Expenditures to Date (12/31/16): Total: \$1,311,688 (expense: \$469,568, encumbrance: \$842,120, pre-encumbrance: \$0)

Brief Project Description/Summary: The goal of Plateau 1 (as described in proposal) is to provide an assessment of current state and future opportunities. KPMG was retained to perform necessary analyses and make recommendations in key areas including: Infrastructure Assessment and Cloud Feasibility; CRM (Customer Relationship Management) Application Assessment and installation; CORE-CT Assessment and better utilization of the embedded tools, designed to maximize DECD's use of the system; Software Application Life Cycle Assessment; and an Assessment of the impact of DECD's Plateau 1 decisions on DOH (Dept. of Housing.) KPMG will also develop selection criteria for a CRM application and provide support for proposal development, vendor selection and installation.

Summary of Progress Achieved to Date:

KPMG was retained and began the analyses described above in September 2016.

The Infrastructure and Cloud Feasibility Assessment was completed in December 2015. This assessment included an inventory of hardware and applications. Options for hosting, including disaster recovery were identified. Discussions were held with BEST regarding their capabilities for hosting and disaster recovery. As a result, DECD made the decision to move application hosting and data storage to the BEST Data Center. The process of moving the Northridge Loan Application to BEST hosting was initiated (January 2016) as a pilot for this effort.

The CRM assessment included discussions with all DECD Business areas regarding business requirements, processes, and applications. Findings and recommendations were presented by KPMG on 1/20/16. KPMG will be incorporating feedback and follow-up is scheduled for Feb. 2016.

CORE-CT and Software Lifecycle Assessments are underway (January 2016.)

Issues and Risks:

Data migration to BEST hosting will be initiated with a single application to allow DECD IT personnel to gain experience with the process.

Since we are early in the project, it is difficult to project the final costs for all of the work contemplated in Phase 1.

Next Steps & Project Milestones:

Complete migration of Northridge Loan Management application to BEST (April-May 2016.)

CRM: Based on follow-up discussions (Feb. 2106) requests for information will be issued and evaluated (Feb.-March 2016.) Based on those findings, the procurement process will be initiated.

CORE-CT Assessment: Completion (Feb. 2016) with implementation of findings (beginning March 2016)

Software Application Life Cycle Assessment: Completion (Feb. 2016)

Dept. of Housing Impact: Planned initiation (Feb.-March 2016)