

**IT INVESTMENT CAPITAL FUND
PROJECT STATUS REPORT**

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

FROM: Department of Revenue Services
Eric Wehger, Mobile Revenue Collection Project Manager

AGENCY/PROJECT NAME: DRS / Mobile Revenue Collection

PROJECT MANAGER: Eric Wehger

REPORTING PERIOD: Project Inception through 1/25/2016

Total Funds Requested: \$ 79,275

Bond Commission Approval(s): Date: Nov. 2014 Amount: \$ 79,275

Accumulative Total Capital Fund Expenditures to Date: \$26,908

Brief Project Description/Summary:

Modernize how the DRS collects revenue by introducing mobile technology to eliminate insecure manual revenue collection practices. Currently, our field collectors write down payment information of businesses and must return to the DRS before the money can be deposited. Collectors cannot access business account information because they do not have access to our computer tax system. We are looking to establish a medium that supports mobile access for our collection needs.

Summary of Progress Achieved to Date:

A LEAN event was held against the current field collections process and a summary of action items was compiled. We have met with our field collectors several times to get a better understanding of what functionality they want to see on a tablet. As an interim solution, we have given each field collector a laptop while the tablets are finalized and an Apple iPhone 5C, case, and car charger. Printers were requested but we are still evaluating that decision.

We have purchased a product called Aura Player and are working with the vendor to assist us with creating a mobile entry point to our tax system. Microsoft was able to loan us some Surface tablets to test out and use. The Surface Pro 3 does not seem to be a good match but we liked the portability and light-weight of the Surface 3 tablet.

There have been difficulties with getting our staff dedicated to this project. Oracle, who is a partner with Aura Player, has stepped in and is in the process of drafting a proposal that would include design and coding of this mobile application for tablets. More information on this commitment should be ready by the end of the month for our review.

Issues and Risks:

- Difficulty in getting DRS staff freed up to work on this project
- Data center move to Groton, CT
- DRS move scheduled for summer of 2016 to 450 Columbus Boulevard
- Time needed to build system in Aura Player

- Security requirements, both known and unknown, impacting the Surface tablets and Aura Player software implementation

Next Steps & Project Milestones:

- Continue to work with Oracle and our Aura Player vendor
- Identify a tablet that will work best with the mobile app
- Windows 10 is the target OS for the tablets we will be deploying
- Once the app is tested and works, we will make a bulk purchase for the remaining tablets and phase out the laptops that our field collectors are currently using.

Project deadline: Completion by the end of 2015 (we missed this date – I'm hoping to finish by the end of 2016)