

**IT INVESTMENT CAPITAL FUND
PROJECT STATUS REPORT**

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

FROM: Eric E. Wehger, Project Manager

AGENCY/PROJECT NAME: DRS / Enterprise Content Management

PROJECT MANAGER: Cindy Kulpanowski, Project Manager
Christine Martino, Project Manager
Eric E. Wehger, Project Manager

REPORTING PERIOD: Project Inception through 12/31/2015

Total Funds Requested: \$ 10,865,000

Bond Commission Approval(s): Date: March 2015 Amount: \$ 5,400,000

Accumulative Total Capital Fund Expenditures to Date: \$1,314,224.57

Brief Project Description/Summary:

The Department of Revenue Services (DRS) has embarked on an Enterprise Content Management (ECM) initiative that will provide (1) scanning and imaging, (2) FileNet conversion and (3) document management. The deliverables for ECM scanning and imaging will replace existing outdated and obsolete remittance and data entry equipment and enable streamlined processes. Such a system would allow DRS to convert paper checks, returns, and correspondence into digital-only format. This will enable better revenue processing, improved communications with taxpayers regarding the status of tax returns, control access to such information, route business processes through our imaging data (enhanced workflow), and adopt document retention schedules as set forth by the Office of Public Records Administrator (OPRA).

Summary of Progress Achieved to Date:

We have acquired and built all of the necessary computer hardware that will support this environment aside from two (2) additional IBML servers. These servers add enhanced failover capability and are scheduled to be shipped this week (the week of January 25th). Fairfax (our scanning vendor) is currently performing the Production install on all of the hardware and has a target completion date of February 15 for this work.

Our staff and Fairfax have created FDTs (Forms Design Templates) for all of our Phase 1 forms. These are used to identify key data on each paper tax form that is scanned and quickly pull data from it.

Testing efforts will begin later this month. CT-DRS staff have identified paper tax forms and scanned them in with our newly purchased scanners. These images will be used as the basis for our Unit Testing efforts – Fairfax will use these images to quickly test out their software and identify any software bugs that might exist.

Task/Milestone Name	% Complete	Orig. SOW Complete Date	New Complete Date	Actual Complete Date
Kickoff Meeting	100	August 6, 2015	August 6, 2015	August 6, 2015

Onsite Requirements Gathering meetings	100	8/10 - 8/14/2015	8/10 - 8/14/2015	8/10 - 8/14/2015
Form Design Template completion	100	August 28, 2015	September 4, 2015	September 4, 2015
Design Document DRAFT Complete	100	August 28, 2015	September 11, 2015	September 11, 2015
Design Document DRAFT Review sessions	100	August 28, 2015	October 6, 2015	October 8, 2015
MILESTONE - Design Document Signoff	100	October 11, 2015	October 26, 2015	October 30, 2015
DEV/ TEST Servers Ready (VM and Physical)	100	September 3, 2015	December 4, 2015	December 4, 2015
MILESTONE - DEV/ TEST Setup- QM System Install	100	September 17, 2015	December 15, 2015	December 16, 2015
QModules Configuration	90	October 2, 2015	January 27, 2016	
MILESTONE - iBML - Install complete date (2 scanners)	100	November 9, 2015	November 9, 2015	October 30, 2015
MILESTONE - Agissar install complete	100	November 15, 2015	December 30, 2015	December 22, 2015
PROD Servers Ready (VM and Physical)	70	September 3, 2015	January 15, 2016	January 13, 2016
PROD Setup- QM System Install	0	September 17, 2015	February 15, 2016	
FFX Unit Testing	0	October 19, 2015	February 26, 2016	
System Training	0	October 22, 2015	February 26, 2016	
MILESTONE - UAT testing	0	December 11, 2015	March 18, 2016	
Phase I Go Live - Production	0	December 16, 2015	March 23, 2016	

Issues and Risks:

As this is a new ECM system, we have not fully vetted the system with live data. Our test images may not include all possible testing scenarios that we will see from our taxpayers. Therefore, there is the potential that we will uncover an issue once Production goes live as scheduled on March 23rd.

Next Steps & Project Milestones:

We will continue to work with Fairfax to uncover any issues that arise. A weekly conference call is scheduled each Friday to go over the project plan with Fairfax and identify any issues that require action by DRS. Also, we are in frequent contact with our Fairfax project manager, Jeff Allan, who is very responsive to our requests for information and assistance. The next major milestone for our project is a Unit Testing complete date of March 18th.