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

From: Angela Taetz

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Agency: Department of Administrative Services

Project: ECM Service Development and Infrastructure Enhancements

Project Manager: Angela Taetz

Reporting Period: Project Inception through 06/30/2017

Total Funds Requested: $5,388,291

Total Funds Allotted to Agency: $3,856,627

Accumulative Total Capital Fund Expenditures to Date: $2,078,838

Brief Project Description/Summary:
State agencies are facing content and records management challenges as digital content grows and demands to eliminate paper copies increases. The Department of Administrative Services (DAS), Bureau of Enterprise Services and Technology (BEST), has invested in IBM’s Enterprise Content Management (ECM) suite of solutions which can assist with those challenges. The infrastructure and licensing for FileNet, the primary content repository, is available for all agencies to utilize. The ECM Service Development and Infrastructure Enhancement Project is a multi-phase project which focuses on 1) ensuring a stable and efficient environment, 2) developing a service model to assist agencies that want to utilize the system, 3) setting document standards in conjunction with the State Library, 4) implementing software to modernize the records management process from paper based to electronic, and 5) piloting the service model and records management software to ensure it meets the needs of the agencies and the CT State Library.

There are three (3) project phases planned for this initiative. The following scope descriptions include the primary focus of each phase:

Phase I – Develop standards, service models, and implement infrastructure upgrades – The primary tasks are completed.

Phase II – Purchase, install, and implement IBM Enterprise Records (IER) and IBM Atlas. Also bring DAS, CSL, and OTT projects into FileNet and configure with IER and Atlas. Validate and enhance documentation created in Phase I – in progress.

Phase III – Continue to onboard DOL, DMV, DSS, DOT, DPH, DEEP into FileNet and utilize IER and Atlas – Dependent on completion of Phase II

Summary of Progress Achieved to Date:
There have been changes to the project team. We have two state employees now working for ECM full time. Our long time project manager accepted a state position and we have not refilled that yet. We still have one remaining project manager working on the Atlas project. We also no longer have a BA. We’ll consider the demand and need to refill. We are working with CSL, DAS, and Treasurer on file management projects and setting them up with FileNet. Once in FileNet they will become part of the Atlas project for records management.

The Atlas project is behind schedule due to technical issues that occurred during the install that took time away for completing the project as well as internal BEST resource availability. The hours in the “time and materials” SOW ran out and a PCR has been provided with additional hours to complete the project. The milestones and status is listed below:

- Initiation and Planning Complete
- Business Analysis and Requirements Complete
- Design and Architecture Complete
- Configuration in Development Environment Complete
- Technical Documentation for Stage and Production Complete
Issues and Risks:

• Internal/External Portal configuration requires security review. Next steps - PDF Schedules to be populated on CSL web site via Atlas downloads. IBM to provide logical architectural drawing. BEST/IBM to evaluate access to Portal.
• PMs must ensure IBM and DAS/BEST resources are available in line with the project plan. Next Steps - Complete detailed project change request and validate with resources.
• Staff Shortage at CSL (down 2 positions) may result in limited or delayed input. Next Steps - CSL is in the process of filling one position.
• Deciding where/how to install Cognos. Next Steps - discussions with internal teams and IBM to determine best option.
• Resource availability for extensive Training on ATLAS and IER required for RMLOs and Agency custodians. Next Steps - Development training literature and train the trainers.
• Need to define ECM and records management strategy and service model. Next Steps - Hire a program manager for 6 months to get this function on track.

Next Steps & Project Milestones:

Get a PO for the IBM PCR to complete the Atlas Project
CSL - Go live 12/1/17
OTT - Go live 12/1/17
DAS/OxAPP - Go live 12/6/17

Atlas

• Configuration in Staging Environment
  In Process-Sep
• Testing (Development and Staging)
  In Process-Sep/Oct
• Configuration in Production Environment
  In Process-Nov
• Change Management & Application Roll-out
  Nov
• Cognos Business Intelligence reporting
  Oct
• Training materials for Business Users
  Nov
• Post Roll-out Support
  Dec
• Records governance, Atlas thru IER to FileNet
  Dec