

**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:** 05/01/2013 – 04/30/2014

**Total Funds Requested:** \$ 750,250

**Bond Commission Approval(s):** Date: Apr. 2013 Amount: \$ 750,250

**Accumulative Total Capital Fund Expenditures to Date:** \$ 248,546.50

**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.

**Progress Achieved to Date:**

As of Spring 2014, a great deal of work has been done in the program. Accomplishments have been made in the following areas:

**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 identified and conducted outreach and ongoing communication with stakeholders and users that will be impacted by the Strategic IT Plan. A coalition team was formed with members covering all job functions, spanning across multiple adult and juvenile offices. Organized meetings with Supervisors have also been conducted in order to prepare them for the implementation of the project.

**Case Management System:** Replacing DPDS's current Case Tracking system with a new Case Management solution is vital to the business needs of the Division. To that end, DPDS has gathered feedback from stakeholders, identified technical standards, and developed detailed requirements for the system. Once that phase was completed, DPDS integrated the detailed requirements into a standard RFP format and worked with the Department of Administrative Services to develop an evaluation methodology and released the RFP. DPDS evaluated proposals from vendors and has nearly completed contract negotiations with the highest scorer. The Attorney General's Office has reviewed the contract and it now needs to be signed by the vendor before a final sign-off by the Attorney General's Office. The Division remains on schedule to complete this phase of the project in the first half of calendar year 2014.

**Domain Consolidation:** Updating DPDS's infrastructure is a critical piece of our program. In this part quarter, the Division has purchased all of the server hardware and software necessary to update and consolidate DPDS's domains. Migrating every user in the Division off of Judicial's domain and onto a new DPDS domain will be an extensive project, but necessary to maintain a higher and more efficient level of managing Division workstations. We estimate that the domain migration will begin be completed by the end of calendar year 2014.

**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 Winter, 2013, a new laptop has been deployed to all of the Division's full-time attorneys, as well as a small 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 consist of 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:**

At this point, signing a contract with a vendor for the Division's case management system is the top priority and would represent the most significant project milestone. Once the agreement is finalized, implementation of the system can begin.

In addition to the case management system, next steps include creating a design for an updated technology infrastructure, which primarily focuses on consolidating DPDS's servers into a single domain.