



STATE OF CONNECTICUT INFORMATION AND TELECOMMUNICATIONS STRATEGIC PLAN FOR FISCAL YEAR 2016

October 1, 2015

Pursuant to C.G.S. § 4d-7 as amended by P.A. 14-202, this plan provides an overview of State agency efforts to improve government efficiency through the use of technology. This plan reflects enterprise and agency efforts and includes special attention to eGovernment initiatives to put more government services online.

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FY 16 Information Technology Strategy

Statement of Vision for Technology

To improve the efficiency and effectiveness of state agencies through the application of modern and cost effective technology solutions and make government services more available to citizens and businesses at the time and the place that they are needed.

Background

Connecticut Organizational Structure of Technology

The technology resources in the State of Connecticut are almost entirely organized by agency. This mimics the organizational structure of state agencies. Technology is aligned to support the business of the agencies.

The State of Connecticut does have some central delivery of IT services (e.g. E-Mail, wide-area networking, and datacenter services) to support multiple agency or statewide needs; however the bulk of the resources are attributed to agency specific missions. There are 758 Information Technology (IT) employees in the Executive Branch while only 158 (21%) are located centrally. An effort was made in the late 1990's to centralize all IT functions under the Department of Information Technology. This effort was not fully completed. The exercise was far-reaching and introduced major change in a very short period of time. As a result, the effort failed to substantially achieve the benefits intended for the program.

Capabilities

The current agency technology capabilities are largely focused on legacy application maintenance and end-user support. There are very little identifiable skills in architecture, business process improvement, project management, pattern development or multi-agency solutions. These missing skills are required to apply technology more efficiently at a larger scale.

The State has made incremental technology progress in areas such as human resources, fiscal and procurement, electronic licensing and document management; however, a significant percentage (37%) of the overall application portfolio are single-agency systems.



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External Perspectives

The Connecticut Institute for the 21st Century issued a report in 2014¹ that examined the Strategic Use of Technology by the State of Connecticut. The report identified many of the challenges of the current environment including:

- IT spending below the level of governmental peer groups
- A large and aging application portfolio

The Center for Digital Government issued the 2014 Digital State's Survey² that identified Connecticut with a grade of "A-" and "most improved state". This recognition reinforces our belief that recent investments and action over the last four years have had a positive impact; however, much work remains to be done to continue to drive value from technology.

Recent Progress

The State of Connecticut IT workforce continues to make progress in critical areas on behalf of the agencies, businesses and citizens. Many of these improvements have had a direct, positive benefit. Many of these areas are also a result of multi-agency and multi-jurisdictional collaboration.

- New, Consolidated Data Center that increases efficiency and reduces costs
- New Customer and Business Centric CT.Gov portal that organizes the state's online resources around the visitor instead of our agencies
- Several new online services provided in conjunction with the new system at the Department of Motor Vehicles that allow additional transactions to be performed online
- Launch of the Balanced Incentive Program to create a common intake application for all applications for long term care
- Continued Expansion of the Nutmeg Network for the initial deployment of the new Next Generation 911 system and the connection of over 56 municipalities to the network to bring efficiency to back office operations.
- Projects funded through the Information Technology Capital Investment Program have continued to guide those investments towards multi-agency and multi-jurisdictional solutions

¹ <http://www.ct21.org/index.php/reports/14-framework-for-connecticut-s-fiscal-future/18-part-6-the-strategic-use-of-technology-by-the-state-of-connecticut>

² <http://www.govtech.com/cdg/digital-states/Digital-States-Survey-2014-Results.html>



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Current Technology Assessment

Incremental improvements continue to be made; however, there are substantial challenges that need to be addressed to bring greater value to a state in need of greater efficiency.

Lack of critical mass in many technology areas

Agencies have faced personnel and other budget reductions in information technology over the last several years. As a result, the IT skills in place at agencies are primarily focused on maintenance of existing systems and not on the transformation required by agencies.

Agencies demonstrate a reliance on outside consulting assistance for any type of improvement opportunities and some agencies also augment existing staff in some areas just to maintain applications when larger than normal maintenance demands occur.

Burdensome legacy application portfolio

One substantial result of the continued program and agency-specific focus is the 1,000+ application portfolio. The large majority of these application have been in place for several years (73% > 8 years old) and now represent a major drain on resources for support.

Unfortunately, many of these applications have no connections to other systems. They capture information for specific programs, but share very little of that information with related programs. This lack of integration is a substantial impediment that prevents agencies from seeing greater efficiency.

Data in the backseat

A large number of applications with very little integration creates “data islands”. The data is locked into applications. There have been no appreciable efforts to inventory and track the data that is collected by agencies. Limited agency knowledge of what data actually exists in the systems makes security and usage difficult

The State has made progress in taking data collected internally and making it available for consumption via the State of Connecticut Open Data Portal at <https://data.ct.gov/>.

Even with this progress, there is limited data analysis of trends and correlation of data across programs. There are no appreciable skills in big data and only limited success in the more traditional areas of data warehousing.



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Today's Enterprise Services are primarily utilities

Networking, VOIP, Document Management, Mainframe, Application Hosting all provide economic value based on efficiency of platform, but only focus minimally on business value. Integrated Eligibility and eLicensing have begun to recognize efficiencies and deliver cross-agency benefits.

Agency structure creates business focus but also creates barriers

The agency-centric focus on technology has allowed for local control of IT and a close alignment between agency business need and IT priorities. However, this agency autonomy of business needs translates to the limited sharing of technology solutions when large overlap of business needs are evident.

Additionally, there is limited citizen-centric view of "whole of person" and "whole of business" needs. Technology allows for business processes to scale to larger needs.

Limited measurement of IT Value

Engaged agency leaders understand the intrinsic value of incorporating IT to their missions. They recognize the need to empower both their own employees and citizens with modern technology tools

Current IT structures within agencies inadequately positioned to track, report IT contribution to agency efficiency.

Reductions effect IT in same ways as other line items when IT should be helping to generate efficiency.

IT Classifications focused on technical roles

Gaining value from technology requires broader skills than strictly technical. Business process improvement, Data Analysis, Data Integration, Enterprise Architecture skills all drive technology towards greater impact, yet are all primarily missing from the State of Connecticut workforce.

5 Year Goals

An annual IT plan cannot adequately address the enterprise needs of the State of Connecticut. Changes of substance require a longer time horizon and dedicated action. While we will continue to capture value through shorter term endeavors, this plan addresses the State's desire for more impactful benefit from technology.



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Desired Outcomes

The primary goals of the 5 year plan are:

- A 24x7 government that is more available to our citizens
- A more flexible responsive and transparent set of business processes
- Improved efficiency of agency business processes and information technology resources

Implement and mature two IT Centers of Excellence (CoE)

Create Centers of Excellence to focus on technology benefits in key areas. Support these Centers through Service Level Agreements with agencies and Enterprise Training and support.

Locate these Centers within current state agencies to enforce ownership and functional alignment of mission. Grow Centers from 2 client agencies over the duration of the plan.

Harvest best practices from CoE and apply to other agencies and assess for progress against outcome goals (minimum yearly surveys).

Initial CoEs will be for:

- Health and Human Services within DSS
- Criminal Justice within DESPP

Future groupings could include: Business and Economy, Transit and Transport, Education, General Government Administration.

In concert with OPM, establish a Data Sharing and Analysis CoE

CGS 15-142 establishes OPM at the center of multi-agency data sharing. This statute recognizes the need to leverage the data we collect into higher impact. However, only the agencies that administer today's programs really understand their data. These agencies must be engaged in the creation of the Data Sharing and Analysis CoE.

Skills in data collection, security, privacy and analysis need to be developed and shared across agencies.

Transition Technology Workforce Skills

Over the next five years, we must transition the technology workforce from one that is primarily technician-based to one that focuses on creating value through technology. We will rewrite technology specifications to focus on creation of business value.



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In addition, we will invest in skills for:

- Commercial Off the Shelf Software configuration and usage
- Data and Process Integration
- Security
- Rapid Project Delivery for Incremental Value

We will also create efficient mechanisms to share these resources across agencies where needed.

Grow use of Common Applications

The State will increase the use of multi-agency applications that provide defined value and put technology online. We will reduce the total number of overall applications in use.

By reducing the number of applications and using applications across agencies, the state will consolidate skills to better use a common set of tools.

Refrain from significant investment in “one-off” solutions.

In specific, we will exploit efforts in:

- eLicensing for businesses and professional licensing
- Mobile application platform
- Enterprise Identity Management
- Data Sharing
- Cross agency request management

Gain consumer technology advantages

Consumer technology provides ease of use and familiarity to a new generation of citizens. Every year we see growth in the number of our citizens that demand real-time access to government services. To leverage this growth we will define exactly where our businesses are Public / Private / Confidential and push Public business to public cloud sources to reduce costs and improve availability and openness.

The State will also look to leverage Mobile and Social technologies to increase engagement with our citizens.



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We will secure Private and Confidential information in a way to protect citizens and businesses before considering how to most effectively source solutions.

Secure the Enterprise

The State will only be able to experience large improvements in technology if we create a trusted and secure technology capability. We must tie multi-factor authentication to Identity Management to ensure we know who is transacting with our systems. During this 5-year plan, we will eliminate single forms of authentication (aka "the password").

The State will improve our ability to monitor and correlate events from all major systems to identify and reduce risks of breach and data loss.

Track Satisfaction

If the State were to accomplish most of what is outlined above, we would make a very large impact. To create sustainable change, we must build a measurable baseline of agency and citizen views of government services. We will utilize technology to collect satisfaction for both online and in-line services and report these results both internally and externally.



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Statutory Basis

Connecticut General Statutes (CGS § 4d-7, as amended by P.A. 14-202) instructs the Commissioner of the Department of Administrative Services to develop, maintain and publish annually an “Information and Telecommunications Systems Strategic Plan.” The Commissioner of the Department of Administrative Services has delegated this responsibility to the State’s Chief Information Officer (CIO).

The goal of this strategic plan is to articulate the activities and resources needed by the State to provide, maintain or enhance:

- A level of voice and data communications service among all State agencies that will ensure the effective and efficient completion of their respective functions;
- All necessary telecommunication services between State agencies and the public;
- In the event of an emergency, immediate voice and data communications and critical application recovery capabilities which are necessary to support State agency functions; and
- [The] necessary access to higher technology for State agencies.

Moreover, the statute requires that the strategic plan include:

- Guidelines and standards for the architecture for information and telecommunication systems that support State agencies;
- Plans for a cost-effective State-wide telecommunication network to support State agencies;
- Identification of annual expenditures and major capital commitments for information and telecommunication systems;
- Identification of all State agency technology projects;
- A description of the efforts of executive branch State agencies to use e-government solutions to deliver State services and conduct State programs, including the feedback of agencies’ clients and agencies’ plans to address those concerns using online solutions if feasible; and



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- Potential opportunities for increasing the efficiency or reducing the costs of the State's information and telecommunications systems.

Effective July 1, 2011, new statutory language (CGS § 4d-8a) transferred the responsibility for information and telecommunications systems policymaking from the CIO to the Secretary of the Office of Policy and Management (OPM). New language was also added (CGS § 4d-7(a)) that directs the strategic plan be developed "in accordance with the policies established by the Office of Policy and Management."

Accordingly, this strategic plan was developed using input from the Office of Policy and Management.

Standards and Guidelines

Information Technology Standards and Guidelines can be located in the following locations. (Note that some of these locations reference links that are only accessible from within the State network.)

Information Technology Procedures -

<http://www.ct.gov/best/cwp/view.asp?a=2297&Q=300484>

Technology Policies (DAS/BEST) - <http://www.ct.gov/best/cwp/view.asp?a=1245&q=253994>

Technology Policies (OPM) - <http://www.ct.gov/opm/cwp/view.asp?a=3006&q=383274>



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Enterprise Initiatives

E-Government

The State launched the first substantial change to its online presence in over 10 years with the creation of the new CT.Gov. This portal brings a citizen and business focus to the state portal and minimizes the need to understand which department provides a service in order to find a service. The portal embraces mobile technology and makes state data and information easier to locate. These efforts represent many months of work and will provide great benefits to constituents during this fiscal year.

Enterprise Investment

A strategic investment fund was enacted in the 2012 mid-biennium legislative session that changed the way investments are made in technology. Funding from this effort has been provided for 43 projects to date with 14 additional projects in some form of consideration. Many of the successes that follow in this report were enabled by this strategic vehicle. Oversight of the fund is coordinated through an Information Technology Strategy and Investment Committee comprised of eight agency heads and the CIO and managed within the Office of Policy and Management.

Unified Communications

The State has started a project to reduce communications costs and deliver greater flexibility for our agencies. The goal of the Unified Communications effort is to eliminate a completely separate telephone infrastructure and place the telephone capability on our data network while at the same time introducing new tools like video conferencing, messaging, statewide call routing and interactive voice response in a cost-efficient package. We expect to save over \$11M per year in operating costs through the implementation of these technologies for our initial set of locations. This effort has been launched with agencies including DSS, DAS, DEEP, DCF, Aging, DoRS, SOTS already completed. Redundant operations have been put in place to allow calling to continue in the event of a system outage. Several other agencies are slated for roll out this year.

Statewide Networking

The State continues to expand service on the Nutmeg Network. The Nutmeg Network is comprised of the Connecticut Education Network (CEN) and the Public Safety Data Network (PSDN). With the help of a grant program from OPM, 56 municipalities are connected to the network and many report better service and reduced costs through use of the network. The State has begun deployment of the next generation 911 system. This new system is currently in



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operation in 23 sites around the state. The remainder of the sites are scheduled to be implemented on PSDN during this fiscal year.

Data Center Relocation

The State relocated its primary Data Center from a leased facility in East Hartford, Connecticut to Groton, Connecticut. This new data center is modern, efficient, and capable of serving the growing needs of our State agencies. This massive scale move relocated all the State's critical server and network resources with no notable disruptions to system operation at large.

Additionally, the State executed an interstate agreement with the Commonwealth of Massachusetts to share space in their new, state-of-the-art, disaster recovery data center located in Springfield, Massachusetts. With this capability, the State will reduce the amount of time required to recover critical systems in the event of a disaster.



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Agency Reports

The following are reports submitted by Executive Branch agencies and offices outlining the Information Technology strategies, recent initiatives, future plans, and budgets of each.



Department of Administrative Services

Mission

The mission of the Department of Administrative Services is to provide administrative services to other state agencies. DAS's services enable the state to save money by taking advantage of economies of scale and streamlining services and processes. DAS has statutory authority in the areas of personnel recruitment, workforce planning; fleet operations; state workers' compensation administration; procurement of goods and services; collection of monies due the state; surplus property distribution; contractor prequalification and supplier diversity; federal food distribution; consolidated human resources, payroll, fiscal and equal employment opportunity services for several smaller state agencies; printing, mail and courier services for state government; information technology services; the state building and fire codes; school construction financing; design and construction of state facilities; and state facilities leasing and management.

Technology Strategy

The Bureau of Enterprise System and Technology provides quality information technology (IT) services and solutions to state agency customers, effectively aligning business and technology objectives through collaboration, in order to provide the most cost-effective solutions that facilitate and improve the conduct of business for our state residents, businesses, visitors and government entities.

The multiple lines of business work alongside DAS/BEST to utilize enterprise systems where appropriate. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at

<http://www.osc.ct.gov/manuals/software/contents.htm>.

Technology Achievements

- Completed transition of state data center from East Hartford to Groton. This new data center provides a cost efficient and secure processing facility for state IT systems.
- Completed readiness activities for and deployed first 12 Public Safety Answering Points (PSAP) onto the PSDN for operation of the Next Generation 911 system.
- Launched a new CT.Gov government portal focused on citizens and businesses



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- Launched new online regulations creation and publication application in conjunction with SOTS and Office of the Governor.

eGovernment

Online services available

- State Phone Directory
- Online State Surplus Auctions
- Online training for State Employment Process
- Online Contracting Portal to register businesses and respond to bids and RFPs
- Report a technology outage
- Apply for access to the Nutmeg Network
- Apply online for certification as a Small or Minority Business Enterprise
- Apply online for prequalification to bid on state funded construction contracts
- Report or comment online about State Fleet vehicles
- Show personalized status on CT State Exam Lists
- Apply online for CT Law Exam
- Review Open Data Portal
- Provide feedback regarding new state portal

List of online services requested by constituents

- None noted

List of online services planned

- New diversity data reporting solution
- Workers' Compensation accident reporting
- Replacement of the DAS Prequalification application
- New CT-HR-12 state employment application
- New online licensing applications

Planned Applications

- Claims Commissioner Case Tracking System



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- Construction Services Online Estimate Reporting
- Records Management Additions to Document Management
- Electronic Licensing and Credential Management system replacement

FY 16 Technology Budget

Outline plan for technology spend from all sources.

- No new purchases

FY 16 Technology Major Expenditures

- Continued Unified Communications Expansion
- Completion of Disaster Data Center
- Continued Municipal, Regional Connection to Nutmeg Network
- Upgrade of Library Connections to the Nutmeg Network
- Diversity Data Reporting solution
- Claims Commissioner Legal tracking system



Department on Aging

Mission

The mission of the State Department on Aging is to empower older adults to live full independent lives, and to provide leadership on aging issues on behalf of older adults, families, caregivers, and advocates.

Technology Strategy

SDA has been transitioning its IT support from DSS to DORS over the past year. The planned transition date is now September 1, 2015. The agency strategy at this time is focused on a successful transition to DORS support.

“The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>.

Technology Achievements

No new technology achievements have been made. The agency has adhered to its “paperless” strategy initiated with the move from Sigourney Street. The planned transition of IT support from DSS to DORS has been moved from July 1 to September 1, 2015.

eGovernment

None

Planned Applications

None

FY 16 Technology Budget

Outline plan for technology spend from all sources.

- No new purchases



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FY 16 Technology Major Expenditures

- None



Department of Agriculture

Mission

The mission of the Department of Agriculture is to foster a healthy economic, environmental and social climate for agriculture by developing, promoting and regulating agricultural businesses; protecting agricultural and aquacultural resources; enforcing laws pertaining to domestic animals; and promoting an understanding among the state's citizens of the diversity of Connecticut agriculture, its cultural heritage and its contribution to the state's economy.

Technology Strategy

The Connecticut Department of Agriculture is committed to utilizing technology in ways that make our agency more transparent and more user-friendly, and to improve the efficiency and effectiveness of the services that are offered by the department to the public. The agency continues to examine new means of enhancing productivity at a staff level, and increasing the quality of deliverable services to our constituency. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>.

Technology Achievements

- In the last 12 months, the agency successfully completed a rollout of laptops for staff that included upgrades to Windows 8.
- The agency also converted its cellphone plan from Sprint to Verizon, and deployed new phones to all appropriate agency staff. The new cellphone plan also includes more customer-specific data plans for agency staff with smart phones issued to them, allowing the agency to realize cost savings;
- Agency field staff have all been assigned VPN access for ease of reporting in the field, and they have all been assigned air cards to improve access;
- Agency staff within the commissioner's office and two bureaus have been issued Right Fax numbers.

eGovernment

- Constituents can review license status online.



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- Constituents are able to request that the commissioner speak at various events around the state through our website.
- Information is also available on the agency website.
- Constituents have requested the implementation of technology to allow for more aspects of DoAg's licensing process to be available online. For limited purposes, this is available, but the agency has significant staff and resource constraints that prevent expanding those limited options at this time.
- Better utilize features of existing software programs to provide additional online information and constituent-friendly service options

Planned Applications

- Replacement of the current Iron Data software is anticipated to help the agency expand online services offered to constituents. This will be contingent upon the new software meeting the needs of the Department of Agriculture, and not a part of a 'one size fits all' approach that has failed to consider individual agency needs in the past.



Department of Banking

Mission

The mission of the Department of Banking is to protect users of financial services from unlawful or improper practices by requiring that regulated entities and individuals adhere to the law, assuring the safety and soundness of state chartered banks and credit unions, educating and communicating with the public and other stakeholders, and promoting cost-efficient and effective regulation.

Technology Strategy

The role of MIS is to assist the Department of Banking in reaching its business objectives by:

- Improving the efficiency and effectiveness of processes through automation;
- Providing the support services necessary to maintain CSBS accreditation.

DOB recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>.

Technology Achievements

- Installed BMC Asset Core product suite

eGovernment

- Online license application and renewal for mortgage licenses through NMLS¹
- Online license application and renewal for Investment Advisors through IARD²
- Online license application and renewal for Broker/Dealers through CRD²
- Online license application and renewal for non-mortgage license types through NMLS¹
 - ¹ mandated nationwide system owned by CSBS
 - ² operated by FINRA
- Various filing and registration services through the Securities Division

Planned Applications

- The Department has kicked off a plan to modernize the agency by applying for funding through the IT Capital Fund. The result of this plan would ideally be the implementation



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of an agency-wide integrated system that allows for paperless processing, information sharing between divisions, and Internet access.

FY 16 Technology Budget

Outline plan for technology spend from all sources.

- Hardware
 - Hardware refresh (desktop PCs): \$35,000
- Software
 - New automated system: unknown
- Services (consulting)
 - Business consultant: \$160,000
- Subscriptions
- Telecom and Data
 - Telecomm: \$60,000

FY 16 Technology Major Expenditures

- Engagement of a vendor under state contract 12PSX0379 to: document the agency's business requirements, research available tools to address those requirements, and prepare a set of options and recommendations for the agency to review.
- Act on the recommendations listed in the previous bullet point and acquire new systems with the goals of: modernizing the business processes in the agency, eliminating the use of paper to the extent possible, and offering online services to our customers.



Department of Children and Families

Mission

The Department of Children and Families, in partnership with families and communities, will advance the health, safety and learning of all children we serve, both in and out of school; identify and support their special talents; and provide opportunities for them to give back to their communities and leave the Department with an enduring connection to a family.

Seven Cross Cutting Themes:

1. Implementing strength-based family policy, practice and programs
2. Applying the neuroscience of early childhood and adolescent development
3. Expanding trauma-informed practice and culture
4. Addressing racial inequities in all areas of our practice
5. Building new community and agency partnerships
6. Improving leadership, management, supervision and accountability
7. Becoming a learning organization

Technology Strategy

To provide and implement reliable, cost-effective, technical solutions throughout the agency to support our overall mission and business processes, while continually delivering improvements as new technology evolves.

Improve worker communication, mobility and efficiency in managing case information both at the office and in the field. Maximize collaboration and information sharing to streamline business operations and increase efficiencies.

Use existing HHS Enterprise resources and services to become more integrated with other state agencies where common systems, modules and elements are identified. Develop co-agency system interfaces around common State standards set by DAS/BEST and services they offer.

Improve protection and safeguards for all stored data, while increasing security awareness of staff in areas where security risks and potential threats exist.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>.



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Technology Achievements

- Completed requirements gathering phase and GAP analysis for new SACWIS system
- Issued request for new SACWIS Statement of Work, received response and began analysis
- Implemented new claiming process and reports for IV-E claiming to support post-majority (18-21) youth
- Implementation of several LINK enhancements:
 - 15.1 – Changes to FAR protocol, create casework selections, mandated reporter and removed MS Word dependency
 - 15.2 – Services Post Majority (initial release)
 - 15.4 – Services Post Majority (complete), Permanency Team Meeting
- Migrated Contract Management application and improved business rules and database structures
- Updated Development environment to Visual Studio 2013, TFS 2013 and created Continuous Integration Build Server using Team City
- Automated LINK image copies and eliminated use of tapes
- Submission and Approval of various Advance Planning Documents with ACF
- Installed MS Office 2013 on all agency desktops and transitioned to Internet Explorer 11 as standard browser
- Upgraded agency MS SQL servers to MS SQL 2012 and 2014
- VMware ESX Cluster expanded upgraded to version 5.5
- Increased agency wide area network bandwidth at 17 offices and facilities through conversion to ASE service
- Successfully replaced core network infrastructure and moved equipment to new state data center.
- Replaced aging telecommunications systems in Meriden Regional office and Solnit Center – South Campus
- Provisioned new network and systems for expansion of CT Juvenile Training School

eGovernment

Online services available

- Provider Services
- Mentoring Services



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Online services planned

- SACWIS Services
- Background Check Requests – New system

Planned Applications

- SACWIS Maintenance/Federal Requirements
- SACWIS Replacement system
- Development of Child and Family Services Reviews (CFSR) Online Monitoring System (OMS)
- Facility implementation of CMS-R and WITS electronic health record
- VDI Implementation

FY 16 Technology Budget

- Hardware - \$85,000 + CEPF Bond Funds
- Software - \$1,100,000 + CEPF Bond Funds
- Services (consulting) - \$3,800,000
- Subscriptions - \$1,100,000
- Telecom and Data - \$1,350,000

FY 15 Technology Major Expenditures

- SACWIS enhancements and maintenance releases
- SACWIS upgrade – new system
- DCF Facilities - Juvenile Justice & Electronic Health Record
- IT staff
- IT consultants
- Software maintenance and support
- VDI implementation
- SAN Capacity Expansion
- Network switch upgrades
- Telecommunications
- Disaster Recovery/Business Continuity



Department of Consumer Protection

Mission

The mission of the Department of Consumer Protection (DCP) is to ensure a fair marketplace and safe products and services for consumers. In support of the mission, DCP's Technical Systems Division (TSD) crafts state system-compliant technology solutions as the backbone for the agency's operations. TSD seeks to create innovative and cost-effective solutions that enable users to maximize their performance.

Technology Strategy

TSD recommends hardware and software acquisition that optimizes DCP user productivity in support of the Agency mission. TSD listens to users and seeks ways to increase productivity and efficiency while maintaining or reducing cost. Key for TSD is ensuring network integrity and function, particularly as they safeguard against network and equipment downtime and minimize it when it occurs. The strategy for the coming year includes increasing the use of inspections, upgrading the agency's telecommunications system to Voice over IP, and continuing field staff's migration to tablets. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>.

Technology Achievements

- Upgraded File/Print and Data Base servers running Windows 2003 to Windows 2012
- Replaced Desktops with All-In-One Units or laptops
- Created on-line registration system for public out-reach symposium
- Designed new MMP module to be used by patients, doctors and care givers

eGovernment

ONLINE SERVICES AVAILABLE

- eLicensing look-up
- Information available on web site

ONLINE SERVICES REQUESTED BY CONSTITUENTS



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- Enable online applications for licensing and permits using state online enterprise solution
- Enable remote printing of licenses and registration
- Enable the public to submit complaints online

ONLINE SERVICES PLANNED

- Enable online applications for licensing and permits using state online enterprise solution
- Enable remote printing of licenses and registration
- Enable the public to submit complaints online

FY 16 Technology Budget

- Hardware
 - Replace laptops/desktops. \$30,000
- Software
No new software anticipated.
- Services (consulting)
No new services anticipated.
- Subscriptions
No new subscriptions anticipated.
- Telecom and Data
Upgrade entire telecommunications system to VoIP (cost paid through funds already approved for move to 450 Columbus Boulevard)

FY 16 Technology Major Expenditures

- We do not anticipate a technology expenditure in excess of \$100k.



Department of Correction

Mission

The Department of Correction shall strive to be a global leader in progressive correctional practices and partnered re-entry initiatives to support responsive evidence-based practices aligned to law-abiding and accountable behaviors. Safety and security shall be a priority component of this responsibility as it pertains to staff, victims, citizens and offenders.

Technology Strategy

The technical strategy within the Department of Correction is to support the strategic issues, goals, objectives and strategies within the Department's Strategic Plan. This will be accomplished by providing technological systems to assist staff in achieving the Department's ultimate goals of improving public safety, efficiency and staff wellness. By assisting the department in reaching these we hope to improve the management, facility services, and security and to provide timely, consistent and accurate information to those requiring information from the department. As part of the mission and strategy the Department of Correction plans to continue to strive to find ways to cut costs without adversely impacting the services of our customers. By focusing on improvements in technology the department strives to streamline business operations as a way to cut costs and improve efficiencies among its staff, its partners and its customers.

"The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>.

Technology Achievements

- Completed the CORE Infrastructure Network Upgrade and Chiller Remediation.
- Completed the migration from Windows XP to Windows 7. Approximately 2600 devices & 310 Access databases upgraded.
- Completed the network upgrade on the Cheshire campus. 52 switches and UPS devices upgraded during the process. Network converted to high speed fiber optic network that is 600 times faster than old circuit.
- Completed the upgrade of 260 blackberry devices over to iPhone as part of the Exchange 2013 upgrade.
- Completed the migration of all DOC e-mail accounts to Exchange 2013.



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- Completed the network upgrade for the new Central Re-entry Unit. This also included upgrading the Case Notes application to a new workflow process that is now centralized. This is part of Second Chance Initiative and Commissioner's 4 pillars.
- Completed the new DOC Data Center Converged network upgrade.
- Completed the migration of all DOC users from Office 2007 to Office 2013.
- Completed the upgrade from Oracle 10G to Oracle 11G for DOC applications.
- Completed the design and configuration of DOC systems to consolidate CMHC traffic on the Cheshire campus.
- Completed the design and configuration of DOC systems to consolidate CMHC traffic on the Enfield campus.
- Completed the negotiation process and contract signing for the new Offender Management Information System.
- Completed the RFP process and vendor scoring for the Electronic Health Portal. Contract negotiations are underway.

eGovernment

ONLINE SERVICES AVAILABLE

- Electronic Inmate Deposits – Process allows people to go to one of three vendors, Western Union, JPay or Touchpay, and make a deposit into an inmate's commissary account
- CTSAVIN – allows a victim or any member of the general public to register for notifications on the movement/release of any offender they might be interested in.
- Connecticut Open Data – CTDOC provides uploads of its data to the shared data portal that can then be extracted by the general public for their consumption.

ONLINE SERVICES REQUESTED BY CONSTITUENTS

- Video Visitation
- Municipal Access to Case Notes

ONLINE SERVICES PLANNED BY YOUR AGENCY

- Video Visitation through Inmate Phone System
- On-Line Visiting Application Process



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Planned Applications

- Offender Management Information System (OMIS) – Comprehensive Offender Management application (MOTS solution)
- CTDOC Health Portal – Comprehensive Correctional Health Management/Health Portal System
- Tag 11 – Comprehensive Commissary and Inmate Banking System
- SCORES – Statewide Collaborative Offender Risk Evaluation System
- Operations Database – System designed to track offender incidents, assaults, disciplinary reports, etc.

FY 16 Technology Budget

- Hardware - \$3,125,000 (includes costs for OMIS and EHR infrastructure as well as Capital costs and maintenance costs)
- Software - \$8,000,000 (includes OMIS and EHR licensing costs, software to support OMIS and EHR, new software purchases for general purposes as well as annual maintenance and support costs)
- Services (consulting) Consulting costs of \$1,382,000 (OMIS Project Manager), (DOC Health Portal Project Manager), (Software Engineer 2 – Case Notes), HIPAA Compliance Program Manager, HIPAA Privacy Compliance Manager, HIPAA Security Compliance Manager, HIPAA IT Security Engineer, HIPAA Technical Writer, HIPAA Training Specialist, HIPAA Legal Counsel
- Subscriptions \$0
- Telecom and Data \$352,000

FY 16 Technology Major Expenditures

- OMIS Project Manager - \$258,000
- Health Portal Project Manager - \$174,535
- Software Engineer 2 (Case Notes) - \$150,000
- HIPAA Compliance Program Manager - \$160,000
- HIPAA Privacy Compliance Manager - \$225,000
- HIPAA Security Compliance Manager - \$225,000
- HIPAA IT Security Engineer - \$150,000
- Annual Novell Maintenance and Support/Licensing - \$250,000



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- Annual Microsoft Maintenance and Support/Licensing - \$300,000
- Annual Oracle Maintenance and Support/Licensing - \$270,000
- Annual Cisco Maintenance and Support - \$105,000
- GTL Software Licensing Payment for OMIS - \$2,340,000
- EHR Vendor Licensing Payment - \$3,000,000
- What's UP Gold Licensing - \$100,000
- Local/Long Distance Telecommunications - \$350,000
- Cisco Network Switches and Routers for OMIS/DR Site - \$490,000
- Data Switch and Load Balancer Hardware for OMIS/DR Site - \$160,000
- Cisco Server Blades and Chassis for OMIS/DR Site - \$250,000
- VMware Licensing for OMIS/DR Site - \$260,000
- Oracle Licensing for OMIS/DR Site - \$700,000
- UPS System for OMIS/DR Site - \$240,000



Department of Developmental Services

Mission

The mission of the Department of Developmental Services is to partner with the individuals we support and their families, to support lifelong planning and to join with others to create and promote meaningful opportunities for individuals to fully participate as valued members of their communities.

Technology Strategy

Home and Community Based Services (HCBS) Modernization: Create an integrated application environment addressing DDS Core Business processes that includes:

- Organizational and business processes assessment.
- Business Intelligence/Analytics reporting environment to produce information critical to DDS operations at the individual and agency/systemic level.
- Integration with identified outside CT State agencies to both send and receive information, including the State's Single Point of Entry for health care, programs and benefits program (DSS) .
- Web-based access to the system by DDS Staff, Providers, Individuals and their Families based on roles and permissions and ensuring compliance with HIPAA privacy and security rules.
- Mobility for DDS field personnel.
 - Seven Conditions and Standards (Enhanced Funding Requirements): Modularity Standards, MITA Conditions, Industry Standard Conditions, Leverage Conditions, Business Results Conditions, Reporting Conditions, and Interoperability Conditions.
- Information Technology knowledge, training, and staff augmentation in support HCBS Modernization Infrastructure, Application Architecture, and Business Roadmap.

DDS Legacy Systems: Evaluate and plan for migration or integration of existing legacy systems into the HCBS Modernization plan in support of a unified environment. Including, but not limited to, single sign on access point, content management and collaboration. Maintain legacy system infrastructure and architecture environment until data migration and functionality is migrated into HCBS.



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Technology Achievements

HCBS Modernization:

- Developed Request for Proposal (RFP) to procure system implementer.
- DDS is currently engaged in an assessment of its organizational and business processes to better execute on the modernization project.

Helpdesk/Desktop Support:

- Refreshed 460 Desktops and 80 Laptops
- Streamlined the LAN Access procedure
- Continued consolidation and modernizing the DDS Printer fleet.

Network/Server Support:

- Upgraded network core infrastructure in Meriden, East Hartford, Newington, and New Haven.
- Migrated to CEN Network at the Woodland Street Training Center
- Implemented VOIP in Central Office (including cabling to Cat 6)
- Upgraded Servers Woodland Street Training Center and Cheshire
- Upgraded Endpoint encryption
- Deployed new NAC Appliance Gateway
- Supported the Groton Data Center move and relocated the DDS video server
- Regional Office Site Server upgrade from 2003 to 2008R2

Application and Database Support:

- Implemented Qualified Provider Application Process that includes a web-based form that electronically transmits data to the DDS.
- Implemented Network Access form (NAF) processing & tracking system.
- Implemented Affirmative Action Log system for tracking complaints.
- Implemented FileBound Document Management system for denied (eligibility) applications and documentation.
- Migrated SSRS reports, SSIS packages, and OLTP databases to SQL Server 2012 & TFS.
- Developed and executed Access Data Base Survey for strategic analysis.
- Implemented enhancements-Targeted Case Management (TCM) billing to support ICD-10, CAMRIS to support Autism, incidents and billing, and WebResDay to support attendance and billing processing,
- Implemented process improvements to improve billing efficiency.
- WebIP6: Developed Phase 1 of the Access DB rewrite to manage consumer services, contracts and payments and is currently in UAT testing.
- Updated all DDS applications with new CT.Gov logo.



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- Upgraded MedAdmin Dbase 2 application to a .NET web app, enhanced to provide better tracking and reporting.

eGovernment

List of online services requested by constituents:

- Private providers would like to be able to electronically upload data to the WebResDay attendance system in place of manual monthly entry.

List of online services planned –

- Provide seamless and secured method for Business Partners (Private Providers) to collaborate with DDS staff (HCBS Modernization).

Planned Applications

- Implement FileBound Eligibility Determination process, SharePoint Employee Separation process, Phase 1 of WebIP6, OBRA Case Notes enhancements.
- Develop requirements for IP6 Phase 2.
- Access DB migration strategy for critical business functionality.
- Lean the IT hardware and software inventory process and develop Lean IT Change Control.
- Level of Need (LON) and Prat Waitlist: Rewrite to .Net Web system.
- HIPAA Risk Assessment.
- Wireless controller install in CO and Newington, Wireless AP deployment in throughout South Region, North Region, and West Region.
- Implement CO VOIP UPS (battery backup).
- Pilot public internet access in regional offices.

FY 16 Technology Budget

Outline plan for technology spend from all sources.

• Hardware	\$	\$1,194,402
• Software	\$	\$2,797,679
• Services(consulting)	\$	1,846,960
• Telecom and Data	\$	\$659,230
• Other	\$	\$30,400



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FY 16 Technology Major Expenditures

- Home and Community-Based Services Waiver Management System (HCBS Modernization) Project.



Department of Economic and Community Development

Mission

The Department of Economic and Community Development's (DECD) mission is to develop and implement strategies to increase the state's economic competitiveness. The department is focused on helping businesses grow and succeed, revitalizing communities and neighborhoods, and promoting tourist attractions, the arts and historic preservation.

Technology Strategy

Last year BlumShapiro completed a LEAN-driven IT Revitalization plan for the department. The plan identifies projects and programs necessary to establish the technology platform and systems environment required to better serve the department's diverse customer base. The plan includes a timeline as well as recommendations for implementation and planning processes moving forward. The department is in the process of securing a vendor to assist in the implementation of the plan, which will commence in August 2015 and extend for the next two years. Development of a robust data management strategy and disaster recovery protocol is also included in this effort.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>.

Technology Achievements

DECD worked closely with DAS-BEST in the creation of a new business portal, which launched in June. The site highlights the many resources available to Connecticut businesses.

DECD has successfully transitioned its network applications into a virtualized environment reducing the need for multiple server hardware resources and making it possible to maximize system utilization while minimizing the associated overheads of individual server management, power consumption, maintenance and physical space.

eGovernment

Online services have been enhanced through implementation of the Review Room software:



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- DECD's Arts Catalyze Placemaking (ACP) Program's e-granting e-portal at <https://coa.myreviewroom.com> was created to foster its program and services and connect people to the arts across the state. The program develops and strengthens the arts in Connecticut and makes artistic experiences widely available to residents and visitors.
- DECD's State Historic Preservation Office (SHPO) e-granting e-portal at <https://shpo.myreviewroom.com> administers grants for its Historic Restoration Fund and its Sandy Disaster Relief Assistance programs. The SHPO is responsible for overseeing the governmental program of historic preservation for Connecticut and administers a range of federal and state programs that identify, register and protect the buildings, sites, structures, districts and objects that comprise Connecticut's cultural heritage.

List of online services requested by constituents:

- Move more of our financial assistance program applications on-line process (Small Business Express, URA tax credits)

List of online services planned:

- Embark on upgrades to the business e-portal and e-government solutions to streamline access to available state resources and allow for on-line transactions.

Planned Applications

The IT Revitalization plan creates a foundation for the department to better prioritize and deliver technology systems to improve service delivery to customers.

To achieve its goals, the agency will bring technology together across all its programs that support its services in business development for small and large business, international, film/digital media, tourism, arts, historic preservation and brownfields. Technology and applications will be put in place that strengthen existing partnerships and expand on collaborative efforts with other state agencies and state organizations.



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FY 16 Technology Budget

The bond commission approved \$1.6 million for implementation of the first plateau of BlumShapiro plan. Below is DECD's IT General Fund budget for FY 16 (as of 07/30/15).

Software Maintenance & Support	\$104,570
Software Licenses/Purchases/Rentals	8,630
Hardware Maintenance & Support	15,620
Internet Services	22,580
Consulting Services or Data Services	1,500
Training	75,000
Supplies	26,200
Minor Equipment	3,550
Cellular Communication Services	4,100
Total	\$261,750

FY 16 Technology Major Expenditures

The Department's IT revitalization plan encompasses several investments that are needed to modernize the agency software and hardware. The state bond commission approved \$1.6 million for implementation of the plan, and the department is in the process of hiring a vendor to support this effort.

Expenditures identified in the "first plateau" of the IT revitalization project will include:

- Analysis and implementation of a Customer Relationship Management (CRM) System
- SharePoint implementation
- Software assessment
- Hardware upgrades
- Disaster Recovery plan implementation



Department of Emergency Services and Public Protection

Mission

The Connecticut Department of Emergency Services and Public Protection (DESPP) is committed to protecting and improving the quality of life for all by providing enforcement, regulatory and scientific services through prevention, education, criminal justice information sharing and the innovative use of technology.

In striving to accomplish our mission, we embody the agency's core values with great **PRIDE**:

- **PROFESSIONALISM** through an elite and diverse team of trained men and women
- **RESPECT** for ourselves and others through our words and actions
- **INTEGRITY** through adherence to standards and values that foster public trust
- **DEDICATION** to service
- **EQUALITY** through fair and unprejudiced application of the law

Technology Strategy

DESPP will continually strive to make Connecticut the safest state in the nation. An ongoing focus to information systems and technologies brings consistent improvements to emergency services, public protection, first responder safety, agency staff productivity, criminal justice partners and electronic services to the public and various agencies throughout Connecticut.

In order to make significant progress towards doing more with less, the agency will provide cost effective, low maintenance tools and technologies that enable first responders to maximize their time out 'in the field' and minimize administrative paperwork. DESPP has also continued to engage in LEAN initiatives which drive business process re-engineering and systems automation with the intent of eliminating no/low value activities, reducing costs and resolving backlogs.

DESPP assumed administrative oversight of the Connecticut's Criminal Justice Information System (CJIS) effective August 2015 by means of a MOU signed by CJIS' Governance Committee's Co-Chairs and DESPP's Commissioner. The MOU contributes to the state's realization of an Information Technology Center of Excellence for Criminal Justice, promoting an



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optimal working relationship and facilitating an alignment of state IT systems imbedded with DESPP and CJIS.

DESPP operates Connecticut On-Line Law Enforcement Communications Teleprocessing (COLLECT), Automated Fingerprint Identification System (AFIS), Master Name Index/Computerized Criminal History (MNI/CCH), Computer-Aided Dispatch/Record Management System (CAD/RMS), Protection Order Registry (POR) and Paperless Arrest Warrant Network (PRAWN). CJIS is responsible for the Connecticut Information Sharing System (CISS), Connecticut Impaired Driver Records Information System (CIDRIS), Offender Based Tracking System (OBTS) and the Connecticut Racial Profiling Prohibition Project. The alignment of DESPP and CJIS systems will streamline technology efforts and leverage infrastructure and resources resulting in a comprehensive and cost-effective information sharing system for use by Connecticut criminal justice agencies and partners.

Key themes for DESPP's Technology Strategy include:

- Modernization of mission critical legacy systems and interfaces
- Inter/Intra-agency collaboration and electronic information interoperability
- E-government services that minimize back-office data entry and payment processing
- Paper elimination with use of web based applications, electronic forms and workflows
- Virtualization of environments to lower ongoing costs and reduce administration resources
- Mobile computing for real-time information in the field
- Complete IT infrastructure and cybersecurity monitoring along with in-depth forensic analysis

Technology Achievements

SIGNIFICANT ADVANCEMENTS - INCLUDING CJIS - DURING FY15:

- Upgraded All DESPP PCs from Windows XP to Windows 7
- Migrated All DESPP BlackBerry Devices (utilizing Sprint Wireless Network) to iPhones on AT&T Network
 - Upgraded AT&T Secure APN Network used by all CT State Police Cruisers from 3G to 4G/LTE
 - Deployed and mounted New iPads in State Police Helicopters
- Purchased Agency Enterprise SAN Solution (including DR/backup)
- Deployed Application Background Check Management System (w/ DPH)
- Upgraded Electronic Case Management System for CAD/RMS Platform



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- Deployed Uniform Crime Reporting (UCR) E-Submissions System
- Upgraded Dash Camera Video Recorder Back-end System Software
- Upgraded Video Walls at State Emergency Operations Center (EOC)
 - Including Direct Feed of Live Highway Traffic Camera Videos from DOT
- Upgraded State Wiretap System (includes DR/Backup System)
- Deployed 20 Mobile License Plate Readers (LPRs) and Back-end System
- Replaced End of Life MDTs with New MDTs Running Windows 7
- Deployed Several Hundred E-Citation Ticket Printers in State Police Vehicles
- Migrated Several DESPP Facilities (including Resident Trooper and covert locations) from T1s to PSDN
- Deployed Hyper-wall Video Display/Surveillance System at CTIC
- Upgraded Agency VPN Platform

CJIS

- Designed and configured the Connecticut Information Sharing System (CISS) hardware infrastructure to meet the technical requirements
- Configured and deployed Windows 2012 R2 Hyper-V clusters to handle virtualization needs for CISS and other CJIS projects totaling about 400 Virtual servers
- Designed, built, and deployed SharePoint 2013/Project Server 2013 farm
- Implemented Federation services and identity management systems for CJIS
- Deployed replication services based on CONNX for the initial CISS Search Module
- Designed, built, and implemented MS System Center Suite including monitoring, helpdesk, management, and protection for CJIS systems

eGovernment

ONLINE SERVICES AVAILABLE

- Online Accident Reports (via DocView)
- Online Sex Offender Registry
- Online Forms for Pistol Permit Renewals and Temporary Permits
- Online Suspicious Activity Reporting

ONLINE SERVICES REQUESTED BY CONSTITUENTS

- Suspicious Activity Reporting Mobile Application Online Requests for Case Reports
- Electronic Submission of Crime Analysis Data (Municipal Police to State Police)



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ONLINE SERVICES PLANNED

- Online Services for Trooper Overtime System
- Online School Security Consultants Database
- Online Deadly Weapon Offender Registry Form Library
- Online Gun Dealer Permit Lookup/Validation
- Online Name/DOB Criminal History Check (Request Only, No Immediate Results)

Planned Applications – Including CJIS

- Master Name Index/Computerized Criminal History (MNI/CCH) Modernization
- Special Licensing Weapons Registration System (Currently out for RFP)
- Trooper Overtime System Rewrite (Proposed Core-CT Module/DMHAS leading)
- Family Violence Reporting System Application
- Body Worn Camera Deployment and Backend Storage System

CJIS

- CISS Search Release 1
 - Includes a search of the OBIS and PRAWN CJIS systems
- MS AZURE for multifactor authentication

FY16 Technology Budget - Including CJIS

- IT Data Service \$16,500
- IT Hardware Lease/Rental \$15,500
- IT Hardware Maintenance and Support \$3,907,159
- IT Software Licenses/Rental \$1,060,241
- IT Software Maintenance and Support \$395,000

CJIS

- CJIS/CISS Operating Expenses \$900k

FY16 Technology Planned Major Expenditure - Including CJIS

- Replacement of COGENT/AFIS Servers in New BEST Data Center, \$4M
- CT State Police Body Worn Cameras and Backend System Deployments, \$2M
- Special Licensing and Weapons Registration System Rewrite, \$560K
- HQ Core Switch Replacements, \$500K
- DESPP PC Refresh, \$350K



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- DESPP Two-Factor Authentication Solution, \$275K
- Phase 2 of Troop (POE) Switch Upgrades, \$200K
- Technology for New CT State Police Cruisers:
 - Mobile Video Recorders (MVRs), \$315K
 - Mobile Data Terminals (MDTs) and Docking Stations, \$280K
 - E-Citation Printers, \$70K

CJIS

- Consultant Bond Funds - \$3.84M
- Equipment Bond Funds - \$13.16M



Department of Energy and Environmental Protection

Mission

The Connecticut Department of Energy and Environment Protection (DEEP) is charged with conserving, improving and protecting the natural resources and the environment of the state of Connecticut as well as making cheaper, cleaner and more reliable energy available for the people and businesses of the state. The agency is also committed to playing a positive role in rebuilding Connecticut's economy and creating jobs – and to fostering a sustainable and prosperous economic future for the state.

Technology Strategy

Information Vision of the CT DEEP:

Provide quick and easy access to timely, accurate and integrated environmental information to Department staff, partners, and constituents. Provide a comprehensive view of environmental activities, conditions and Department actions. Provide capabilities to use the information to better protect and manage the environment.

Technology Achievements

- Voice over Internet Protocol (VoIP) Implementation at the eight major satellite offices within an enterprise VOIP system.
- Implementation of the Avaya Call Center for Wildlife staff in field locations
- Microsoft Office 2013 upgrade
- Microsoft Windows XP upgrade to Windows 7 & 8.1
- Conversion of PRI's to Windstream SIP Trunks
- Implementation of IBM DataCap Scanning Technology for Hazardous Waste Manifest and Oil & Chemical Spills
- GIS – ESRI ARCGIS 10.1 Server implementation for desktop support
- Implementation of VDI server infrastructure including SAN and EMC Flash Array Storage to support VDI at Hartford Headquarters and field locations
- 3 Codex video conference rooms implemented, joined to BEST's enterprise wide video solution
- Implementation of e-FTD permit application using ICM hosted at BEST
- Implementation of RMI Radiation permit application using ICM hosted at BEST



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- Implementation of DTX Radiation permit application using ICM hosted at BEST
- Provide technical support for Connecticut Siting Council & Office of Consumer Counsel at New Britain facility.

eGovernment

Online services available– Notate new with *

- The Environmental Conservation Branch of DEEP regulates recreational and commercial use of state property, flora, and fauna. One of the most numerous permits issued is the Inland Fishing Tournament/Derby Permit (IFD). In addition to this permit, there are several other permits/registrations that are closely related and may be prerequisite for approval of the IFD
- DEEP is now leveraging the EZ-File foundation by adding interfaces to support the submission, processing and review of Radiation Diagnostic and Therapeutic X-ray (DTX) and Radioactive Materials and Industrial X-ray (RMI) registrations for the Bureau of Air Management. The system has the potential to server 10,000 users that will submit 1,000 RMI registrations annually and 5,000 DTX bi-annually portal submissions.
- Online Stormwater General Permit Registration System - The online Stormwater general permit registration system will provide the regulated community with the capability and convenience to electronically file their registration applications and fee transactions through a user-friendly, internet-based interface. The system will enable DEEP to electronically process the registrations and fee transactions in lieu of a paper filing, with associated data and other information automatically entered into the Site Information Management System (SIMS). The system will provide DEEP with the capability of electronically managing and tracking the workflow for processing registration applications, including intra-departmental coordination and review of submitted information and assuring that public participation requirements are met.
- State Park Mobile App for smart phone users – Park goers can access rich GPS features such as advanced GPS maps for trail data and easy to cache GPS terrain maps. This app provides information on all State Parks including general policy, contact information, activities and more.
- Underground Storage Tank Registration - The Underground Storage Tank (UST) Program of the DEEP regulates certain UST systems. The primary purpose of this notification program is to prevent releases to the environment by providing the department with current up to date information regarding system owner/operator data as well as system design and location of underground storage tank systems that store or have stored petroleum or hazardous



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substances. Approximately 3000 Underground Storage Tank Owners/Operators are now required annually to both register their tanks and pay a per tank fee.

- Connecticut's Online Sportsmen Licensing System - From this site, you can purchase Connecticut fishing, hunting, and trapping licenses, as well as all required deer, turkey, pheasant and migratory bird permits, stamps and tags.
- Reservations for all State of Connecticut campgrounds are available online through Reserve America.

Online services requested by constituents

- Online Document Repository – this will allow individuals to conduct required document reviews online, eliminating the need for time-consuming and costly trips to Hartford. It will also allow DEEP to manage its documents in a much more efficient and secure manner, and will reduce costs associated with having to maintain and expand its paper-based repository. DEEP staff will be able to shift from management of paper to managing environmental information.
- Air Quality Monitoring - Browse monitoring data from around CT. This application will create a public online portal to display real-time air quality data.

Online services planned

- Document Management - In this project, DEEP will contract to scan and index all relevant paper documents currently held by the agency. We will make digital copies of those documents available online, in a self-service document repository that will be directly accessible by the public as well as by DEEP staff, and supported with appropriate document search and retrieval tools.
- PURA e-Filing Case Management – Serve customers (Utility companies, citizens, law firms, other businesses) through a Web-based system allowing the submission / tracking of all electronic requests/complaints/dockets (documents) providing customers with ease of access to information. All submissions will be electronically routed, tracked and processed within PURA/BETP through a more efficient and leaner process.

Planned Applications

- DEEP's Enterprise Case Management Program will create a public online, paperless interface to conduct the business of licensing, permitting and registration of activities that are under DEEP jurisdiction. DEEP will leverage common functions and interfaces while allowing for the submittal, review and internal routing of electronic data. Provide instant, intuitive, online, 24/7 access for citizens, business, and local and state government to essential site documents, data and status updates. Provide a nimble and



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efficient business flow for applicants and agency staff saving both the agency and its constituent's time and money. This Case Management Program will focus and address projects within the following areas:

- E-Permitting and E-Licensing – exposing existing enterprise system for electronic permitting/registrations to the web for both filing and review.
- Site Case Management – migrates complex databases to enterprise system for holistic approach to managing client, financial and site data.
- The DEEP Document Repository Automation Project will replace an extensive paper document repository, regularly used by both the public and agency staff, with a comprehensive digital repository that will be available online to DEEP staff, and to the public at no charge, together with appropriate search tools, confidentiality protocols, automated document management tools, and day-forward procedures designed to reduce the need for DEEP and the entities it regulates to produce paper documents in the first place.
- The DEEP data management program will integrate critical data systems to provide common reporting for DEEP data. Consolidated data provides a system to query data allowing for ad hoc reporting and real time decision making. Systems can now be developed to provide visibility to customers and DEEP personnel. This will provide for better tactical and strategic decision-making because these decisions can be made based on a consolidated view of data. The agency would also like to provide both external customers and internal staff dashboards that can aid into the decision making process. This data will be available to be leveraged by remote users utilizing multiple methods to access data.

FY 16 Technology Budget

- Hardware - \$1.0M
- Software - \$1.15M
- Services (consulting) \$3.5M
- Subscriptions- \$150K
- Telecom and Data \$500K

FY 16 Technology Major Expenditures

- Records Management: \$2.5M
- Data Management: \$300K
- Case Management: \$1.5M
- Technology Refresh: \$500K
- Audio Video: \$600K



Department of Insurance

Mission

The mission of the Connecticut Insurance Department is to serve consumers in a professional and timely manner by providing assistance and information to the public and to policy makers, by regulating the insurance industry in a fair and efficient manner which promotes a competitive and financially sound insurance market for consumers, and by enforcing the insurance laws to ensure that consumers are treated fairly and are protected from unfair practices.

Technology Strategy

The role of the Computer Systems Support (CSS) unit is to assist the Insurance Department in fulfilling its mission by:

- Improving the efficiency and effectiveness of processes through automation;
- Enhancing service delivery to customers through e-Government initiatives;
- Providing the support services necessary to maintain NAIC accreditation.

The Insurance Department recognizes the Software Management Policy that describes the use and disposal of software assets found at

<http://www.osc.ct.gov/manuals/software/contents.htm>.

Technology Achievements

- Migrated CRIS, the agency's flagship application, from Oracle to SQL Server
- Installed BMC's Asset Core product suite
- Implemented scanning and use of the CRIS application in the Captives Unit

eGovernment

ONLINE SERVICES AVAILABLE

- Medical Malpractice Closed Claim Reporting: A system developed in response to a statute passed in 2006.
- Online license information update: This allows licensees to change selected information on their license record
- Online License and appointment query: This allows the general public to create and download lists of licensees.



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- Online license verification: This allows verification of the status of a license.
- Online license print: Licensees may print their license online. The Department no longer prints and mails licenses.
- Online license application: Up to 16 different license types may be applied for online.
- Online complaint submission: Individuals with a complaint against an insurance company or agent can submit it to the Consumer Affairs Division online.

ONLINE SERVICES PLANNED BY YOUR AGENCY

- Online company contact information entry: This system will allow companies to maintain their contact information, which is required by the Insurance Department, online. This will replace the current update mechanisms which utilize fax, email and U.S. Mail correspondence.
- Online External Review entry: This system will allow the online submission of an insurance external review application.
- Online complaint inquiry: Will provide a query capability into the Insurance Department's complaint database.

Planned Applications

- Implementation of the TeamMate automated work papers product in the Financial Regulation Division to automate the in-house analysis process

FY 16 Technology Budget

- Hardware
 - Hardware refresh (PCs, laptops, servers, scanners, printers): \$95,000
- Software
- Services (consulting)
- Subscriptions
- Telecom and Data
 - MAN: \$7,500
 - Telecomm: \$36,000

FY 16 Technology Major Expenditures

- None



Department Of Labor

Mission

The Department is committed to protecting and promoting the interest of Connecticut workers and employers. In order to accomplish this in an every-changing environment, we assist workers and employers to become competitive in the global economy. We take a comprehensive approach to meeting the needs of workers and employers, and the other agencies that serve them. We ensure the supply of high-quality integrated services that serve the needs of our customers.

Technology Strategy

Information Technology's game plan is to align our technology-based services with CTDOL's strategic priorities to eliminate waste, reduce overhead, and transfer services, as appropriate. Additionally, the agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>. To support this technology strategy, our efforts are focused in the following areas:

Organizational Responsiveness

- Massaging/cultivating a service-oriented culture
- Emphasizing project management and customer service
- Bridging the communication gap between users and the IT Division

Promoting Integrated Solutions

- Employing cross-functional team approaches to problem solving
- Expanding skill sets from a specialist to a generalist model
- Implementing cross-functioning processes in targeted areas

Building a Learning Organization

- Creating clear incentives and opportunities for learning
- Fostering a culture of change
- Bridge the communication gap between users and the IT Division
- Cross training and functional area education to reduce single points of failure



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- Document IT practices (e.g., SOPs) that are designed to ensure consistency in technology methods and operations.

Technology Achievements

- **Groton Data Center Move** – Worked in partnership with DAS/BEST and successfully upgraded LPAR components and relocated DOL's mainframe to newly commissioned Data Center in Groton, CT. This project included the centralization of Operations staff and computing resources to DOL's home office location in Wethersfield, CT.
- **XP Mitigation Strategy** – Successfully mitigated the risks posed by Windows XP by migrating away from the OS. During the migration, IT identified software that could be jettisoned and developed solutions for legacy software to ensure compatibility with the operating system without incurring replacement system costs.
- **PC/Laptop Refresh Program** – Successfully implemented Phases 2 and 3 of the Agency's Refresh Program. This program reduces IT costs by optimizing the Agency's asset management strategy and assures all staff and customers have access to appropriate information and technology.
- **Complex DB2 Upgrade** – Successfully planned and implemented a critical DB2 environment upgrade. Strategy included determining what components would be impacted, the process details, prerequisites, and tasks.

eGovernment

ONLINE SERVICES AVAILABLE

- Implementation of a Virtual OneStop through the CTHires Application will deliver workforce development services to individuals 24 hours a day, 7 days a week, from any location with Internet access. Customers can access employment and training assistance at home in their pajamas. No more waiting in line. Virtual OneStop will also include interfaces for Spanish-speaking customers, as well as those that are visually-impaired, and Virtual OneStop will track all activities.*
- System enhancements to redesign the 1099G Forms were completed. The online retrieval of the 1099G Forms are now a self-service component of the UI Web Site allowing claimants electronic access to these forms for reporting unemployment compensation, as well as, any state or local income tax refunds received.
- Launched a new Online Assistance Center Web Site that not only allows clients to file for unemployment online, but also educates them on the services provided by CTDOL and



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makes the information (e.g., forms, FAQs, filing instructions, resource links, etc.) readily available for use.

- CTDOL's Office for Veterans Workforce Development received national recognition for offering a service to Vets that allow them to request appointments via the web. CT is the only state that currently offers this service.

ONLINE SERVICES REQUESTED BY CONSTITUENTS

- None to report for this Fiscal Year.

ONLINE SERVICES PLANNED

- In support of the Governor's initiative (Public Act No. 15-142 – Improve Data Security and Agency Effectiveness), CTDOL will cooperate with the Office of Policy and Management to enter into a data sharing agreement that authorizes OPM to act on behalf of the Agency for purposes of data access, matching and sharing. OPM's desire to develop a centralized data access repository not only encourages accountability and transparency but will afford them the opportunity to analyze, translate and respond to data inquiries, upon request.*

Planned Applications

- **Unemployment Insurance Revitalization (formerly known as UI Modernization)**
– This is the most critical initiative for the Agency to transform the delivery of UI Program services across Operations; providing more responsive, real time communications and extensive self-service capabilities to the public. Through effective reengineering of business processes, with an objective to off load applications and data from a Legacy Mainframe Platform to a Cloud Based Services Architecture, we will drastically improve our ability to adapt to changing business demands and improve UI program performance overall. This effort has been defined as a four phase project.

Phase 1 was completed March 31, 2015 and included an analysis of the current CTDOL operations model, definition of the agency's desired future state and development of options for the implementation of a new UI Tax and Benefits system. The cost of this phase was \$3.6M for which CTDOL is not requesting funding in this brief.



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In Phase 2, CTDOL will join the Mississippi-Rhode Island-Maine (MRM) Consortium and begin data migration activities. This phase will run from April 2015 through June 2016. The MRM consortium was created to take the Mississippi UI Tax and Benefits system implemented in 2009 and turn it into a multi-tenant common system that can be leveraged by multiple states.

Phases 3 and 4 include implementation of the Mississippi UI Tax and Benefits system with all necessary modifications to comply with Connecticut unemployment insurance statutes, conversion of CTDOL legacy data and legacy system retirement. These phases are projected to run from July 2016 through June 2018.

- **State Information Data Exchange System (SIDES) Project** – Will implement a secure electronic-based system that enables communication and transmission of UI separation information between UI agencies, large multi-state employers and third party agents. Planned implementation date is September 2016.
- **Electronic Employer Filing (EEF) Project** – Extensive software program enhancements will be made within the Tax Department’s Web Based System to comply with a new State Legislative mandate that requires all employers to file tax information, wage reports and make tax payments electronically. The project will introduce improvements in UI Tax operations by further eliminating labor intensive paper processing methods which will significantly reduce administrative oversight. First phase is scheduled for implementation in November 2014 and a subsequent phase is planned for 2015.
- **Reemployment and Eligibility Assessment (REA)** – This value added application development project will offer extended reemployment services to CT’s unemployed population. Services will include the provision of labor market and career information, assessment of individual’s skills, additional job search capabilities, and expanded orientation services currently available through DOL’s One-Stop Career Centers. Phase 1 is planned for implementation by December 2015 and a subsequent phase is planned for February 2016.
- **CTHires Initiative** – The Agency recently procured a robust web-based Commercial-Off-The-Shelf (COTS) system with state-of-the-art integrated case management capabilities. This initiative is to replace the existing Case Management System that supports that administration, management, and reporting of Connecticut’s workforce development activities for various Federal and State programs. Planned implementation date is planned for September 2016.



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FY 16 Technology Budget

- Hardware – \$1.85M (2015-2016)
- Software – \$235K (2015-2016)
- Telecom and Data - \$75K
- Staff Training - \$265K
- IT Consultant Services
 - \$1.2M (UIR Program)
 - \$826K (Vendor Consultation/Support)
 - \$705K (Application/System Programming Support)

FY 16 Technology Major Expenditures

- Infrastructure Modernization - \$2.91M
- HW/SW Maintenance \$1.85M



Department of Mental Health & Addiction Services

Mission

The mission of the Department of Mental Health and Addiction Services is to improve the quality of life of the people of Connecticut by providing an integrated network of comprehensive, effective and efficient mental health and addiction services that foster self-sufficiency, dignity and respect.

Technology Strategy

The mission of the Information Systems Division is to provide quality IT services and solutions to DMHAS, effectively aligning business and technology objectives through collaboration, in order to provide the most cost-effective solutions that facilitate and improve the conduct of business for our state residents, businesses, visitors and government entities.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>.

Technology Achievements

- **Virtual Server Infrastructure** – Created a highly redundant Server virtualization environment to replace the bulk of physical servers at the Cotter Data Center.
- **Virtual Desktop Infrastructure**- Created a highly redundant Virtual Desktop environment that provides access to Virtual Desktops in a highly secure manner without the need for tokens. This allows for mobile access of the Electronic Medical Record application (WITS).
- **Symantec Enterprise Vault**- Installed and configured Enterprise Vault system that allows for eDiscovery of email and file system data for use in Freedom Of Information requests, Investigations and legal eDiscovery cases.
- **OOB Phone System Upgrade** – The telephone system at Capitol Avenue complex migrated to the BEST VOIP system in May 2015.
- **Health Information Technology** – DMHAS implemented phase 1 of the electronic medical record which includes admission, discharge & transfer functionality.



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ONLINE SERVICES AVAILABLE

- **Connecticut's Network of Care** - Connecticut's Network of Care is a vendor supported website that provides mental health and addiction recovery information and resources to the citizens of Connecticut.
- **Provider Quality Reports** – The Provider Quality Report is available on-line at ct.gov to allow consumers, family members and other interested parties to make informed decisions regarding treatment options.

Planned Applications

- **Health Information Technology** – DMHAS is in the process of implementing an electronic medical record. This is a multi-phase, multi-year project. The remaining phases include the implementation of a pharmacy system, physician order entry, treatment planning, service scheduling and attendance, progress notes, and finally a fully implemented EMR.
- **Contract Tracking System** – A new system is being developed to streamline the Pre-Authorization and the Contracts process to reduce the amount of time to process the requests and allow the Project/Program managers to submit the Pre-Authorization requests and any supporting documents online.
- **Transfer List Expansion** – As a result of state-wide negotiations with District 1199, DMHAS was designated to develop and pilot an electronic transfer list system for lateral transfers for 1199 positions starting with MHA1s. Following the success of the MHA1 pilot, the transfer list will be expanded to seven new job classes which include social workers, nurses and MHA2s.

FY 16 Technology Budget

- Hardware (Equipment refresh) - \$950K
- Software - \$1.1M
- Services (consulting) - \$940K
- Subscriptions - \$0
- Telecom and Data - \$150K



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FY 16 Technology Major Expenditures

- **Health Information Technology** – The 2016 expenditures related to this project include licenses, software modifications and consulting services. The total estimated 2016 cost is \$ 2.4 million.
- **CVH Campus Infrastructure Upgrade** – Current infrastructure does not support current technology or the implementation of the EMR. Proposed solution includes new manholes and conduits to support new voice and data lines to each of the 25+ buildings on the CVH campus. Estimated cost is \$2 million.



Department of Motor Vehicles

Mission

The mission of the Connecticut Department of Motor Vehicles (DMV) is to promote and advance public Safety, Security and Service through the regulation of drivers, their motor vehicles and certain vehicle related businesses. To continuously evolve as an agency; employing new and innovative measures and strategies to improve services to the public; enhance the security of credentials; encourage staff development and satisfaction; streamline agency procedures; and foster clear and timely communications.

Technology Strategy

The technology strategy of the Connecticut Department of Motor Vehicles (DMV) is to apply innovative, cost effective technology solutions that enable DMV to deliver on key business initiatives in support of the agency mission while building a highly skilled and motivated workforce capable of supporting modern technology platforms.

DMV's top priority is the Connecticut Integrated Vehicle and Licensing System (CIVLS) modernization program. This multi-million- dollar, multi-year initiative will bring sweeping changes and improvements to DMV's information technology systems and administrative processes thereby providing more online services and fulfill the Governor's and Commissioner's pledge to make DMV more customer friendly. In addition, DMV will be able to retrieve customers' information more easily, quickly and reliably.

"The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>.

Technology Achievements

- **CIVLS** – Continuing on the success of phase 1 implementation, DMV is getting ready to implement Phase 2 of CIVLS in August 2015. With the implementation of Phase 2, a variety of online services will be available for the customers. Phase 2 will bring the Registration and Title functions of the DMV to the new system.
- **Quick Service Center (QSC)** – DMV continues to improve and provide additional services to the online appointment and payment system. In addition to the teen and adults



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learners permit knowledge tests, QSC now offers Motorcycle permit tests and CDL knowledge tests. All these tests are also now available in 6 different languages.

- **Self-Certification for Commercial Driver License (CDL) Holders** – Improvements were made to this application in our efforts to be fully compliant with the Federal Motor Carrier Safety Administration (FMCSA) regulatory changes.
- **Commercial Driver's License Information System (CDLIS) Compliance** – Significant improvements and changes are being done to this system to achieve full compliance with Federal Motor Carrier Safety Administration (FMCSA) regulatory changes.
- **Drive Only** – Improvements were made to this system to better streamline the appointment ratio provided to Real Id and Drive Only customers.
- **License Status Check** – DMV has implemented a project to show a Driver License status, online. This has reduced a number of phone calls our Driver Services unit receives. We are planning on expanding this service in August 2016.
- **Tablets** - DMV has begun introducing tablets to both IT and business users to better service both internal and external customers.
- **Wait time** – DMV is now posting the Wait times for many services for each branch online, to help the customers.
- **Enterprise Agreement** – DMV entered into an Enterprise Agreement with Microsoft. Along with many other advantages, DMV will now be able to streamline the deployment of applications and configure the clients with SCCM.

eGovernment

ONLINE SERVICES AVAILABLE

- Established an online appointment system which allows the public to schedule learner's permit tests and pay online.
- Online Dealer and Leasing registration programs to process registrations for customers who purchase new vehicles. Annually, more than 315,000 online registrations transactions are performed, substantially reducing the number of in-person customer visits to branch offices.
- Online registration renewal for the public which eliminates the need for customers without compliance issues to come to DMV.
- Service which allows the public to check the status of their registration on line.
- Ability to report lost, stolen or mutilated license plates and to request a replacement.



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- Service which allows customers to check registration compliance issues (delinquent tax/parking ticket etc.) online.
- Service to allow customer to check the availability of Vanity Plates.
- Service which allows authorized customers the ability to check driver histories for a fee.
- Service which allows the public to view wait times in DMV branches based on service type.
- On-line forms to allow consumers to file dealer/repairer complaints, change address and register a vehicle.
- Portal which allows Veteran's Affairs to supply the DMV with information regarding Veteran status.
- Service that allows CDL Drivers to self-certify that they meet medical certification criteria online.
- Service that will allow drivers to check online to see if a suspended driver license has been restored. Service that allows ePayment for IRP (international registration plan) carriers to pay registration payments online.
- iPhone/iPad and Android Mobile App released on October 1st. The APP contains a practice driving knowledge test, DMV locations services offered, and the wait times listing as they appear on DMV's main web pages.
- Service to allow online dealer license renewal. This service is being used by 57 percent of dealers.

ONLINE SERVICES REQUESTED BY CONSTITUENTS

- Ability to access forms online.
- Ability to view and clear registration compliance issues online to facilitate online registration renewal.
- Ability to view license status online and pay restoration fees as required.
- Ability to schedule service with DMV online in a convenient location.
- Ability to view wait times for specific services at DMV branch offices.
- Ability to check the availability of a specific vanity plate and order vanity plates online.
- Ability for customers to notify the DMV of a change in customer characteristics ex: address change and organ donor status.
- Ability for Veteran's affairs to notify DMV of customer eligibility for special veteran's license.
- Ability to report lost, stolen or mutilated license plates and request a replacement.



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- Ability to terminate registration on line. Ability to renew license online
- Ability to allow ePayment for IRP (international registration plan) carriers to pay renewal registration payments online.
- Ability to conduct an 'Out of State' (NCIC) Driver History checks for Law Enforcement Agencies.
- Ability to pay Insurance Compliance fee online. Ability to r
- Ability to check the status of DMV regulated businesses online

ONLINE SERVICES PLANNED BY YOUR AGENCY

- Expansion of the online scheduling system to allow for scheduling additional appointment types including:
 - Road skills testing
 - Inspection scheduling and testing
- Publication of more online forms.
- Ability Pay Driver Services License Restoration Fee online.
- Ability to pay Insurance Compliance fee online.
- Check status of mailed credential.
- Elect to and pay fee to expedite credential mailing.
- Change of customer characteristics such as address, organ donor status.
- Check license compliance status on line.
- Driver License renewal (every other cycle), duplicate.
- Driver history requests for individuals.
- CIVLS Phase 2
 - Web transactions to allow several State Agencies the ability to inquire by plate, by title or registration.
 - Portal inquiry will be available to all of CT's towns, and will allow them to inquire on information as well as add/delete tax compliance issue.
 - Towers will have a portal which will allow for direct access to customers information in nonconsensual tow situation rather than using the rite fax system.
 - A self-service web portal will allow customers to review registration compliance issues such as parking tickets and emissions late fees and pay those fees on-line.
 - Online service which allows the public to select a preferred method of communication. Users may select to receive DMV notices via email.



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- National Motor Vehicle Title Information System (NMVTIS) service to provide Vehicle Identification Number check at counter to identify stolen vehicles.
- Online facility which allows customers to terminate their registration (plate cancellation), replace mutilated license plates or reprint their registration.
- Online facility which allows customers to order special plates.
- Ability for on-line dealers to perform transactions in real time.

Planned Applications

- **CIVLS Phase 2** - Implement Phase 2 of DMV's Modernization program which will set the foundation for DMV to move to a single view of customer across all DMV business processes as well as offer significant customer facing self service capabilities.
- **CIVLS Phase 3** - Implement Phase 3 of DMV's Modernization program which will set the foundation for DMV to move to a single view of customer across all DMV business processes as well as offer significant customer facing self service capabilities.
- **Central Issuance** – DMV has begun a new project engaging a License vendor (MTUSA) to replace the existing legacy license system with a central issuance model eliminating over-the-counter production and issuance of credentials. This project will establish a central Issuance process for issuing credentials, upgrade the facial recognition software and provide a complete redesign and security upgrade for the card design for all driver licenses and non-driver identification cards. These changes will reduce the risk of counterfeit cards, and reduce the risk of identity fraud.
- **Real-time Insurance Verification** – Work is progressing in implementing this project with MV Solutions. This is a system to provide real time insurance verification for all Connecticut registered vehicles. This project will establish a system that will allow insurance coverage to be verified online in real time and that will check every registered vehicle on a monthly basis to ensure it has the required insurance. This project is a joint effort between DMV, Department of Insurance and DESPP.
- **Commercial Vehicle Information Systems and Networks (CVISN)** – There are number of improvements being planned to streamline the Connecticut CVISN system, which is a multi-agency (DMV, DRS, DOT) system, is a collection of information systems and communications networks that support commercial vehicle operations (CVO). These include information systems owned and operated by governments, motor carriers, and other stakeholders.



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- **Document Management** - The Department is planning to utilize FileNet in a LEAN effort to reduce paper and gain efficiencies with the Motor Carrier Safety Assistance Program inspection reports. This Enterprise solution may also have utility in other areas of the agency with the goal of enhancing customer service. The program will reduce staff time searching for reports during the repair certification process and save money for off-site storage required under records retention schedules.
- **Commercial Driver License System (CDL)** – Major enhancements are being planned to the CDL system to become fully compliant with the with the Federal Motor Carrier Safety Administration (FMCSA) regulatory changes.
- **Microsoft Enterprise Agreement**
 - System Center Configuration Manager (SCCM) – Fully implement SCCM to streamline the deployment of applications and configure the clients
 - Engage in Active Directory Health check and make necessary improvements based on the results
 - Engage and implement a Mobile Device Management(MDM) solution
- Engage in improving IT security standards based on a pending IT security audit
- Planning to issue a RFP to implement a virtual queuing system to better service the DMV customers.
- Planning to be a part of the enterprise VoiP system which will include replacing the legacy call center and branch PBX systems to streamline and better service the DMV customers.
- Engaging in improving existing wireless access to all DMV branches to better service the DMV customers and Employees.
- Replace agency wide legacy printers (in excess of 250).
- Research and implement a robust agency wide Inventory Management system



Department of Public Health

Mission

The mission of the Department of Public Health is to protect and improve the health and safety of the people of Connecticut by:

- Assuring the conditions in which people can be healthy;
- Preventing disease, injury, and disability, and
- Promoting the equal enjoyment of the highest attainable standard of health, which is a human right and a priority of the state.

Technology Strategy

- The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>
- Expand the current Meaningful Use Stage 1 Testing Portal to include Health Level Seven (HL7) version 2.5.1 messages for electronic laboratory results for attestation
- Build Pilotfish Interface for electronic laboratory results for major DPH diseases and reportable conditions
- Build the Data Quality Assessment tool for immunization data for data quality of the HL7 messaging from provider offices
- On-board pilot sites for Electronic Health Records (EHR) in provider offices using major EHR vendors in state with Public Health Information Network messaging service (PHIN MS)
- The Department of Public Health intends to grow and develop a robust private virtualized environment to meet the growing demands of our agency.
- Virtual Desktop Initiative – Continue to replace desktop computers with zero client devices in order to save money and increase productivity, reduce workstation refresh as well as technician time for deployment and maintenance.
- Implement a secure network environment by introducing 802.1x authentication.
- Continue to migrate Oracle Databases to MicroSoft Sequel server (MS-SQL) and consolidate the database tier on the Microsoft database platform for agency applications



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- The DPH 410 Capitol Ave complex will be upgrading to a Voice Over IP (VOIP) phone system.
- Upgrade approximately 1/3 of the DPH users' desktops in our PC refresh initiative.

Technology Achievements

- CIRT3 3.0 (Immunization registry) went into production with the integrated forecasting algorithm removing the 3rd party software.
- Completed PHIN MS connectivity test with Yale, New Haven health services and Community Health Services (CHS) in CT.
- Upgraded the Windows based Servers hosting Microsoft SQL database infrastructure from MSSQL 2008R2 to 2012.
- Tumor Registry has implemented an electronic gateway for receiving Pathology reports in a fully automated way directly from the reporting laboratories. This has been implemented in a limited capacity with Artificial Intelligence in Medicine (AIM) facilities and with Hartford Hospital and its affiliates. This system will be expanded to incorporate additional providers and PHIN MS connected facilities over the next 12 months
- Women Infant & Children (WIC) Modernization – The vendor contracts have been finalized and 3 Sigma and Xerox have both been engaged to perform the system redesign and ongoing Electronic Banking transfer (EBT) functionality. Development is progressing on the anticipated project plan.
- Immunization Registry's new Advisory Committee on Immunization Practices (ACIP) forecasting module with standard CDC's code set for vaccines (CVX) was integrated into software remove 3rd party software to support HL7 messages from EHR systems
- Electronic Laboratory Reporting Pilotfish Interface to accept HL7 v 2.5.1 messages was developed and in final stages of testing with 4 hospitals using Cerner's Health Sentry systems
- Electronic Laboratory Reporting HL7 V2.5.1 Guide was published
- Deployed an agency wide MS-SQL Database platform for support of agency Data and reporting systems
- Continued development under three IT Capital investment funding opportunities:
 - The Sexually Transmitted Disease (STD)/Infrastructure Capital Improvements grant request for Upgrading Maven
 - Modernization of the Vital Records registry has an anticipated go live Jan 1, 2016



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- Mobile Computing - Complaints Investigation for allowing remote inspections of Nursing Homes
- Upgraded the hardware platform from Solaris to Windows virtual servers for in support of the Disease Surveillance platforms and converted the database from Oracle to SQL. (Maven disease surveillance)
- Completed the Applicant Background Check Management System (ABCMS) infrastructure to support and track employee background checks for care facility employees
- STEVE (State & Territory Electronic Vital Records Exchange) This program was deployed and is communicating Vital records statistics among all 57 US jurisdictions
- Upgraded Vital Records (EVVE)
- Completed deployment of over one hundred computers and Windows XP to Windows 7 Migration
- Upgraded over one hundred computers from MSOffice 2010 to MSOffice 2013
- Upgraded and/or replaced all Server 2003 Operating Systems prior to July 2015 end-of-life
- Implemented outpatient surgical and group practice data collection practices mandated by the CT General Assembly
- Deployed WIFI to several WIC satellite sites
- Replaced several document centers throughout the agency
- Upgraded CISCO VPN AnyConnect client due to End-of-Life
- Upgraded the legacy SafeBoot encryption server software to the new McAfee Drive Encryption (DE)

eGovernment

ONLINE SERVICES AVAILABLE

- Meaningful Use Stage 1 Testing Portal is a self-registration portal that is open to the public for testing HL7 version 2.5.1 structure is available 24hrs per day and provides immediate response in message conformance to CT Immunization Information System (IIS) HL Guide
- Pursuant to state law, it is mandatory that physicians, dentists, advanced practice registered nurses, nurse midwives, registered nurses and practical nurses with expiration dates on and after October 31, 2013, renew their licenses online



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- Office of Health Care Access (OHCA) Hospital Financial Performance monitoring Dashboards , outpatient reporting portal
- Freedom of information requests and some data sets are now available

ONLINE SERVICES REQUESTED BY CONSTITUENTS

- The Connecticut Hospital Organization has requested that DPH modify its MUST portal for Meaningful Use validation to include several enhancements to make it easier for their users.
- The DPH State Public Health Laboratory at Rocky Hill has been requested by multiple professional providers to develop an online process for submitting test requests. We anticipate adding this capability to the current Laboratory Information Management System (LIMS) by presenting a web accessible requisitioning facility. This would be for both clinical and environmental testing

Planned Applications

- Replace the current STD (Sexually Transmitted Disease) tracking database (IT Capital Investment project)
- Upgrade the “Complaints” and “Incidents” management system for Long term care facilities; from their current paper filing requirements to an electronic (Mobile Computing initiative)
- CIRTs enhancement to support bi-directional communication for provider offices
- Data Quality Assurance (IIS_DQA) for immunization data
- Assessment, Feedback, Incentives and eXchange (AFIX) model implementation into CIRTs registry to support health care personnel by identifying low immunization rates, opportunities for improving immunization delivery practices. These vaccination practices related scheduling visits in ACIP recommendations for vaccinations, identifying children who are due or overdue for vaccinations and uptake of new vaccines, and assessing immunization coverage rates by practice to designated populations of children.
- Immunization on-boarding and monitoring tools
- WIC Upgrade - Replace the current Environment With a new Web based architecture that will :Replace current use of paper vouchers and Provide clients with Electronic Benefits Transaction cards, allow real time transactions based on Standardized web browser access from the field to a centrally located MS-SQL database and interface directly with Food retailers cash register systems
- Web Services – non PHIN-MS Gateway for Meaningful Use
- MAVEN upgrades to version 5.0
- Immunizations – Database Upgrade, new releases
- The Health Facilities Licensing Section (FLIS) will upgrade all of the federally complaints and incident Plan of Corrections (POC) procedures to a paperless standard (ePOC) this will reduce the current burden of manual and labor intensive paper submissions.
- DPH will adopt an Agency standard for electronic Document management. This effort will relicense a current business unit application as an Agency resource. This planned expansion will make it available to multiple business units and allow DPH to take



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advantage of the economies of scale. It will provide a unified approach to paper reduction, version control and monitoring document retention policies.

FY 16 Technology Budget

- Hardware \$275,000
- Software \$325,000
- Services (consulting) \$1,750,000
- Subscriptions
- Telecom and Data

FY 16 Technology Major Expenditures

- None



Department of Rehabilitation Services

Mission

The Department of Rehabilitation Services (DORS) mission is “*Maximizing opportunities for people in Connecticut with disabilities to live, learn and work independently*”. We provide a wide range of services to our clients in maintaining or achieving their full potential for self-direction, self-reliance and independent living. DORS administers legislatively authorized programs, as well as a number of federal programs and grants, each with a common thread of serving individuals with disabilities.

Technology Strategy

DORS IT infrastructures are reasonably intact and strategies to respond to future programmatic and business needs are being developed. Strategies to merge functions and systems across our recently consolidated department are being employed wherever possible. Emphasis is being placed upon building new active directory structures, applications and databases, redesigning network infrastructure in accordance with DAS/BEST technical assistance, guided policies and procedures. During the upcoming fiscal year DORS will begin providing information technology and telecommunications support to the Department on Aging. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>.

Technology Achievements

- DORS-IT successfully completed deployment of the remaining Windows 7 desktops and laptops and has replaced all equipment with Windows XP and eliminated the need for an extension of contracted support for this operating system.
- DORS successfully completed a paperless project at our Central Office location by having paper documents scanned with OCR capabilities and stored electronically, with the ability to add new documents to the scanned document database. This also improves information sharing capabilities throughout the agency.
- DORS-IT successfully refreshed the outdated network infrastructure at our Bureau of Education and Services for the Blind (BESB) location by installing Cisco state of the art network switches in the MDF and IDF.



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- DORS-IT successfully implemented the use of staffing software called PCRecruiter to dynamically network with CT businesses in an effort to place BRS Consumers as employees.
- DORS-IT successfully implemented a data source vendor enhancement for our Bureau of Disability Determination Services (DDS) called “HIT MER” which provides the DDS examiner with medical records at the assignment point instead of multiple post assignment requests.
- DORS-IT successfully upgraded the BESB Volunteer Program application from Windows XP platform to Windows 7 platform and successfully tested and implemented an upgrade to the DDS Case Processing system to version 27.0.
- DORS successfully completed the Request for Proposal (RFP) process during February, 2015 aimed at implementing a department-wide Case Management System to support the agency’s business requirements and many of the individual programs it administers. Vendor selection is underway.
- DORS-IT successfully completed the WAN and LAN infrastructure for the new BRS location in East Hartford.
- DORS-IT has made significant progress in isolating BRS field offices from Department of Social Services network infrastructure. Currently we are working on getting the ASE Circuits for 12 BRS offices.
- DORS-IT successfully implemented an outgoing mail solution that batches and address verifies all DDS outgoing mail which resulted in postal discounts, a reduction in returned mail and staff involvement.
- DORS-IT, in conjunction with DAS/BEST, installed Voice over Internet Protocol (VOIP) phone system for our DDS and BRS-East Hartford locations and is currently looking into installation of a VOIP system for our BESB location.
- DORS-IT successfully implemented scanning capabilities for our BRS field offices. In addition new document centers have been installed in 11 field offices

eGovernment

Online services available:

- State websites: www.ct.gov/dors, www.ct.gov/brs, and www.ct.gov/connect-ability
- Client information websites: www.cttechact.com, www.elearning.connect-ability.com
- Social media websites: www.facebook.com/BRSJobsCT, www.twitter.com/brsjobst, and



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www.linkedin.com/pub/brs-ct/85/a23/1b7

- Intranet for DORS employees to access employment related information.

Planned Applications

While working on several major projects related to building the IT infrastructure for the agency, DORS-IT is also planning on:

- Developing a department-wide integrated Case Management System. Progress toward this goal is contingent upon project approval by the IT Capital Investment Committee, securing of funding through the Bond Commission and execution of a contract with selected vendor.
- Building a web based application in front end and SQL database in back end to replace the BESB's outdated Volunteer Program system.
- Expanding the use of capturing customer signatures electronically and importing signature to forms in System 7.
- Increasing accessibility to our Distance Learning Tool by translating existing and future training modules into Spanish.
- Developing additional training modules for our Distance Learning Tool.
- Replacing all DDS desktops with Hewlett Packard EliteDesk 800 G1 Business desktops.
- Exploring use of mobile technology to support our Interpreter Services Program in an effort to eliminate paper processes and realize other efficiencies.
- Creating Share Point sites for securely storing, organizing, sharing and accessing information from almost any device and location.

FY 16 Technology Budget

- Hardware - \$292,251
- Software - \$200,000
- Consulting Services - \$500,000
- HW/SW Maintenance and Support - \$700,000
- Telecommunications - \$200,000

FY 16 Technology Major Expenditures

- Updating desktops, circuits and switches.



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- Costs related to the procurement of a department-wide Case Management System.
- IT consultant services to assist in development and support of specific applications.
- Vendor costs for existing hardware and software maintenance and support.
- Memorandum of Agreement with the CT Distance Learning Consortium for distance learning module development and application maintenance.



Department of Revenue Services

Mission

The mission of the Department of Revenue Services is to instill public confidence in the integrity and fairness of tax collection; achieve the highest level of voluntary taxpayer compliance; continuously improve agency performance; contribute to the fiscal and economic well-being of the state; and provide a positive and professional workplace.

Technology Strategy

The Department of Revenue Services (DRS) critically relies on information management and communication technologies to support tax payer services, secure processing and taxpayer data retention, collections, benchmarking and internal agency administration (including training). Our IT strategy is integral to an overall agency strategic plan that links our resources and activities in terms of people, processes and technologies.

Given extensive end-of-life status, inflexibility without costly reprogramming and lack of efficient integration, our technology strategy necessarily anticipates *near-term transition to a new, comprehensive tax information management platform*. Other DRS technology future state expectations include:

- Continuous transition to paperless, automated processing and reporting that also frees up personnel resources for more effective taxpayer services and collections.
- Comprehensive, real-time information sharing, data mining and outcome tracking that is secure, accurate and accessible in the office, in the field and at home.
- Robust whole taxpayer account management driven by an outside-in perspective focused taxpayers rather than taxes.
- A wide variety of user-friendly and real time on-line and on-phone taxpayer information and taxpayer services that maximize voluntary compliance and combat fraud.
- Work-flow improvements that reduce processing, hand-offs and time.

Technology Achievements

- Windows Exchange 2013: Upgrade completed.
- Accounts Receivable automated scoring improved:



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- Accepted payment methods expanded.
- Score-card evaluated and revised for more efficient case selection.
- Self-service payment plan application reviewed and revised to add additional tax types.
- Modernized e-File: Now includes 1041 Estimate, Extensions and CT-1040NRPY.
- International Fuel Tax Agreement: New system successfully implemented.
- Mobile Applications: First phase of initiative to provide field collections staff with ability remote payment and account review capacity completed.
- DRS Intranet: Full re-design completed based on survey of agency needs.
- Payroll Processors: Standardized data transfer through multistate electronic bank transmission.
- Certified Mail: Automated and streamlined certified mailing to taxpayers.
- Agency Messaging Platform: Transitioned from Audix to Aura Messaging, providing a centralized application in a virtual environment with SIP (Session Initiation Protocol) connectivity and routing, core system manager and session manager and IP Multimedia Subsystem (IMS) providing enhanced architecture for new telephony multimedia and voice applications.
- Taxpayer Call-Back: Added telephony for taxpayer scheduled automatic call-back handling in order to avoid wait-times.
- Fraud Reduction: Enhanced internal and external automated fraud screening doubling successful fraud interdiction.
- SharePoint: Successful conversion of Legal Department completed.
- Systems Integration: Migration of SIS database to ITAS.
- Remittance Processing: File transfer flow for IND estimates added.
- Legislative Implementation: Timely reprogrammed to implement CHET direct deposits and sales tax changes.
- Electronic Filing: Occupational tax electronic filed implemented.
- Hardware: High-speed printer upgraded.
- CORE Network: Upgraded from 100mb to 10gb in datacenter and 1gb to desktop.
- Storage Area Network: Upgraded.
- IT Disaster Recovery Plan: Upgraded and tested successfully at offsite facility.
- Credit Card Payments: Implemented DRS credit card merchant status to improve on-line and in-field taxpayer service.



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- E-Government: Completed review and reformatting of on-line information consistent with continuing roll out of new state platform.
- Benchmarking: Participated in multistate benchmarking, including information technology.

eGovernment

ONLINE SERVICES AVAILABLE

- DRS Website (comprehensive taxpayer information, assistance and processing)
- Taxpayer Service Center (TSC)
- Self-Service Payment Plans
- Refund Validation Quiz
- Language translator
- Tax Calculators
- Downloadable Forms
- Publications

ONLINE SERVICES REQUESTED BY CONSTITUENTS

- Electronic filing for Real Estate Conveyance Tax
- Improved data transfer capabilities
- More taxpayer tutorials
- Taxpayer service chat system
- Improved searchability

ONLINE SERVICES PLANNED BY YOUR AGENCY

- Secure email built into Taxpayer Service Center (TSC)
- Additional tax types to be added to electronic filing.
- Mobile registration and payment capability.

Planned Applications

- Implement initial phases of Enterprise Content Management (ECM) Project prior to the agency relocation.



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- Plan and adapt a collaborative telephony strategy to support agency relocation while leveraging resources of BEST at state Data Center.
- Upgrade ITAS and Data Warehouse databases to the latest versions of Oracle software as well as upgrade servers to Oracle Exadata platform.
- Build fail-over platforms for critical processing systems at state's Springfield Data Center.
- Technology refresh of Taxpayer Service Center (TSC).
- Upgrade all of Windows 2003 Servers as part of 2012 server virtualization plan.
- Complete Outlook 2013 upgrade
- Complete Active Directory upgrade
- Upgrade the agency's identify verification software.
- Relocate agency's data center to the state's Groton Data Center and prepare for agency relocation.
- Develop business case, financials and specifications for replacement of agency's Integrated Tax Application System (ITAS).
- Retire external bankruptcy database with ITAS modifications.
- System enhancements for fraud reduction.
- Implement financial institution matching (FIRM) legislation.
- MEF updates, archive and purge functions.
- Develop internal on-line benchmarking management dashboard.



Department of Social Services

Mission and Vision

Guided by shared belief in human potential, we aim to increase the security and well-being of Connecticut individuals, families, and communities.

Technology Strategy

Provide information technology architecture, environments, and solutions which support the complex, dynamic program and service delivery requirements.

Continuous commitment to implement upgraded, state-of-the-art technology infrastructures essential for responding to the rapidly expanding agency business needs, specifically in the areas of mobile technology

Move towards data analytics where agency and client data is treated as a critical strategic asset and is centrally managed to ensure data integrity, security and recoverability.

Utilize partnerships and strategic alliances with the DAS/BEST and other CT Executive Agencies to pursue and implement enterprise solutions and achieve economies of scale.

DSS recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>

Technology Achievements

- **Access Health CT** - DSS successfully partnered with Access Health CT to incorporate the MAGI Medicaid and MAGI CHIP requirements into a new integrated eligibility system for health insurance coverage based on the federal mandates set forth in the Affordable Care Act (ACA). The integrated eligibility system went live on October 1, 2013, and provided real-time eligibility for all customers applying. Connecticut successfully made it through a second season of Open Enrollment as well as MAGI renewals.

In addition, in November 2014, visitors to the Access Health CT website were introduced to a new helper to assist with the navigation of the web site and consumer application for health coverage. Her name is Tina! Tina is a virtual helper also known as an Avatar. Visitors to the website can click on Tina when needed and she will speak to them, explaining programs, terms, and processes in plain language. She speaks both English and Spanish. Tina can be found in well over 100 places throughout the application, providing “as you go” information and assistance to help the visitor



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complete the application without searching for the FAQ or interrupting the process by phoning call centers for help.

- **Balance Incentive Program (BIP)** - Automation of Long Term Services and Supports No Wrong Door and Universal Assessment (BIP Project) will streamline the process through which individuals who need Long Term Services and Supports (LTSS) apply for and receive those services, resulting in improved access to community-based, as opposed to, nursing facility care. LTSS are services and supports that help people with functional limitations care for themselves, providing help with things like bathing, dressing, eating, preparing meals, managing medications, walking, housework, and managing finances.

The major components of the BIP system have been divided into three releases.

Release 1 is the automation of the Universal Assessment (UA), which is the functional assessment instrument that will ultimately be used by all Medicaid Home and Community Based Services (HCBS) waivers. Release 1 was successfully implemented on July 1, 2015.

Release 2 will include the automated functional prescreen and universal LTSS application integrated in the existing ConneCT consumer portal, built-in algorithm to refer applications to appropriate agencies, consumer portal to view status of the application, worker portal to review and process applications, consumer profile, enhanced Universal Assessment, reports, and data services, which will provide a mechanism for sharing universal application and universal assessment data between the BIP system and the various State Agency and Access Agency systems. The Business Requirements and System Design for BIP Release 2 have been conditionally approved. The Systems Integrator has started development on the Release 2 components.

Release 3 will include the automated coordination of the financial and functional aspects of eligibility. This will be incorporated into the Department's new eligibility management system, ImpaCT. Additionally, an enhanced consumer portal, which will allow the consumer to see the status of their functional and financial eligibility, a snapshot of all of their benefits, information on their care plan, their Personal Health Record (PHR), their Medicaid claims, and will provide a link to set up non-emergency medical transportation. The system will also include an automated mechanism for consumers and medical providers, specifically hospital discharge planners to request and order HCBS services online. Release 3 will also include enhanced reporting and additional data services.



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- **State Data Center Move to Groton, CT** – DSS successfully participated with DAS/BEST in moving the following DSS applications/systems from the East Hartford, CT State Data Center to the new Groton, CT State Data Center: Eligibility Management System (EMS), ConneCT, Access Health CT, Data Warehouse, DSS Citrix Environment, VoIP Phone System and DSS IVR Solution.
- **T-MSIS** - The purpose of this project was to develop a solution to implement the new Transformed Medicaid Statistical Information System (T-MSIS) data storage and output process in response to an initiative from Centers for Medicare & Medicaid Service (CMS) which supports the Affordable Care Act. MSIS data was previously provided to CMS quarterly. CMS requested that Medicaid and Children's Health Insurance Program (CHIP) data be enhanced and submitted on a monthly basis in a new standardized dataset format from states, in order to better conduct its required program oversight, program administration and program integrity responsibilities. This new dataset and the processes surrounding its collection are called the T-MSIS data feed, or T-MSIS. CMS seeks to accomplish the T-MSIS data feed in a manner which uses improved methods and processes which reduce the present administrative burden on the state to provide data, and in a manner which results in enhanced and synchronized federal and state analytical capabilities. CT is one of the front running states, second only to Virginia, in terms of readiness of T-MSIS deployment, tentatively scheduled for July 2015.

eGovernment

ONLINE SERVICES AVAILABLE

- On-line applications
- On-line redeterminations (deployment imminent)
- On-line change reporting
- On-line client account maintenance and reporting (MyAccount)
- Nurturing Families Network data system
- On-line Universal Assessment (BIP)*

ONLINE SERVICES REQUESTED BY CONSTITUENTS

- Provide the DSS Uniform Policy Manual online
- Mobile applications for DSS services, i.e., checking benefits

ONLINE SERVICES AVAILABLE

- Provide the DSS Uniform Policy Manual online
- Mobile applications for DSS services, i.e., checking benefits



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Planned Applications

- DSS' existing legacy eligibility system, known as EMS, was originally implemented in 1989. Although stable, the system is difficult to maintain as well as enhance given the technology. With Federal government approval and funding, DSS has embarked on a project to replace EMS with a state of the art eligibility system. The ImpaCT project is well underway with a pilot implementation date of March 2016 and full roll-out by August 2016.
- DSS has begun working with its partners, toward rebalancing and expanding community long-term services and supports (LTSS) and developing the infrastructure necessary to support uniform access and a streamlined process for persons seeking LTSS. Ultimately, the goal of Connecticut's Balancing Incentive Program (BIP) is to remove barriers that prevent persons from receiving community-based LTSS and lead to unnecessary institutionalization. Connecticut's strategy involves implementing No Wrong Door process and a Core Standardized Assessment instrument to streamline the LTSS application and connect individuals to the services they need. Release 1 was implemented in July 2015. Releases 2 and 3 phases are being revised.
- DSS is planning to implement the Enterprise Master Patient Index (EMPI) from NextGate (CT Enterprise Purchase) as part of the ImpaCT project. EMPI remediates patient identification issues, and promotes the exchange of accurate patient information across the healthcare ecosystem. In tandem, DSS plans to also implement the corresponding Provider and Consent Registries.
- DSS is working on a Request for Information for a new data warehouse to be utilized by the Department's Business Intelligence Competency Center (BICC).

FY 15 Technology Budget

- Hardware will be procured utilizing the Capital Equipment Purchase Fund (CEPF)
- Software will be procured utilizing OE General Funds
- Services (consulting) will be procured utilizing OE General Funds
- Telecom and Data will be procured utilizing OE General Funds
- IT Development Projects will be procured utilizing IT Capital Investment Bond Funds and Revenue Diversion

FY 15 Technology Major Expenditures

- Please reference the attached EXCEL Spreadsheet



Department of Transportation

Mission

- Provide Safe and Secure Travel
- Reduce Congestion and Maximize Throughput
- Preserve and Maintain our Transportation Infrastructure
- Provide Mobility Choice, Connectivity and Accessibility
- Improve Efficiency and Reliability
- Preserve and Protect the Environment
- Support Economic Growth
- Strive for Organizational Excellence

Technology Strategy

- Provide Technological Solutions to support the Agency's Mission whenever and wherever applicable.
- Promote Technology and Business Partnerships within the agency.
- Manage Day to Day Technology Operational Excellence.
- Increase business efficiencies and reduce costs through innovative Technology.
- Enhance the Agency's Public/Contractor Outreach through Technology
- Maintain Technology Governance established by the DAS Bureau of Enterprise Systems and Technology.
- The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>.

Technology Achievements

The following is a listing of projects successfully completed and implemented during FY 15:

- Using funding procured from the IT Capital Investment Fund, successfully replaced the 20 year old unsupported phone system at DOT Headquarters with a new VoIP system with little to no disruption to DOT staff.



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- Replaced identified aging phone systems at Maintenance Facilities in Brookfield, Glastonbury, Southbury and Wallingford. Successfully replaced all four phone systems with little to no disruption of services to staff.
- Replacement of FTP with SFTP – Change to a secure protocol SFTP required a code change for Highway Operations e-traffic service and alerts that rely on the FTP protocol for file transfers.
- Developed Welder Certificate application for DOT Lab: Application keeps track of welders and checks their certifications.
- Developed General Supervisor application for Highway Operations: Application keeps track of supervisor's contact information for off hour's incidents.
- Developed Contract Tracking application for Purchasing: Application keeps track of contract process and bid unit monthly status (BUMS) counts.
- Developed Winter Truck application (Maint-81) for Highway Maintenance: The application streamlines the tracking of work done by contractors for the plowing of the roads.
- Completed version upgrade of ESRI enterprise servers from 9.2 to 10.2.
- Developed Viewport automatic upload feature for Budget unit: Application automatically uploads CORE data every morning and eliminates human intervention.
- Developed Travel Time webpage for Highway Operations: Webpage and programming code was developed to display information generated by the Crescent system onto the DOT Internet page making travel time Information available to the public.
- Developed a CVISN update to support new DMV CVIEW application: New code allows the read of permits data located on the CVISN database server from the CVIEW application. Data must be available to the law enforcement when required.
- The complex ITS CTFastrak network and technology Infrastructure was completed and successfully implemented between Hartford and New Britain. To learn more about CTFastrak go to <http://www.ctfastrak.com/>.

eGovernment

ONLINE SERVICES AVAILABLE

- CVISN Oversize/Overweight Online Permitting System.

ONLINE SERVICES PLANNED

- Online permitting for Encroachment Permits and Livery Permits.



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Planned Applications

- **Sign Inventory:** Statewide Highway Sign Inventory and Maintenance Management Program
- **SMS:** Structural Management Inspection and Maintenance System for State Bridges
- **AssetWorks:** Will replace the current Synergen Fleet Management System.
- **TAM Software:** Federal highway legislation, *Moving Ahead for Progress in the 21st Century (MAP 21)*, requires the Department to have a comprehensive Asset Management Plan. Transportation Asset Management (TAM) software will provide predictive analysis to address infrastructure preservation, operation, and improvement and will enable the DOT to be MAP 21 compliant.

FY 16 Technology Budget

NOTE: The detailed plan for preapproval of Operating Expenses has been provided in a separate attached spreadsheet entitled “DOT Approved Operating Expense Budget for FY16”. This spreadsheet contains the cost detail of all Software, Maintenance and Support contracts and Telecom and Data costs. These Operating Expenses have been approved by the DOT Finance Dept., CFO, Bureau Chief of Finance & Administration and the DOT Commissioner. We are seeking preapproval of this budget at BEST via the LEAN Procurement Initiative.

The detailed plan for Hardware will also be provided in a separate spreadsheet entitled “FY 16 Equipment Budget”. However, the IT Hardware Budget request has not yet been approved by the DOT at this time. It is being reviewed by Finance and IT management and may be subject to some changes. We can update you on the detail once DOT approvals have been confirmed and then submit for preapproval of this budget at BEST via the LEAN Procurement Initiative.

FY 16 Technology Major Expenditures

- Sign Inventory (See Planned Applications)
- SMS (See Planned Applications)
- AssetWorks Software (See Planned Applications)
- TAM software (See Planned Applications)



Department of Veterans Affairs

Mission

The mission of the Department of Veterans' Affairs (DVA) is serving those who have served. DVA serves Connecticut's veterans by advocating for veterans' interests and assisting them in obtaining entitlements and benefits through the Office of Advocacy and Assistance (OA+A) around the State. In addition, DVA provides direct health, social and rehabilitative services through the Veterans' Health Care Center, residential facility, and rehabilitative services/programs at the DVA center of excellence in Rocky Hill.

Technology Strategy

DVAs technology strategy is to work in partnership with the DAS/Bureau of Enterprise Systems and Technology in order to support DVAs mission expeditiously and efficiently, including:

- Updating DVAs capability to manage health records electronically (EHR)
- Overhauling and modernizing DVAs website to be user friendly and informative for CT veterans.
- Building a capability for OA+A to track service data for better managing resources going forward.

A special focus will be placed on meeting end user needs through the use of enterprise solutions.

Technology Achievements

The development environment has been implemented for the Electronic Health Records (EHR) application which enables the contracted vendor to install and test the modules that support records management including but not limited to Admissions, Transfer, Discharges (ADT), Billing, Nursing, Pharmacy, Lab, and other patient records.

An upgrade to the phone system on the Rocky Hill campus was implemented to allow accounting and auditing.

An extensive desktop upgrade and deployment was accomplished to support the new EHR system being developed.



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ONLINE SERVICES AVAILABLE

- None

ONLINE SERVICES REQUESTED BY CONSTITUENTS

- None

ONLINE SERVICES PLANNED BY YOUR AGENCY

- Develop a work flow for hospital, residential and respite care applications to simplify the process for CTs veterans.
- Link the DVA website to federal veteran's services.
- Implement electronic capabilities for donations both to and from DVA.

Planned Applications

- Electronic Health Records (EHR) - Digitize all health related information where records can be created, managed and consulted by authorized clinicians and staff across DVA.
- DVA will be upgrading the local network and connecting to the MAN to improve communication speeds.

"The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>

FY 16 Technology Budget

- Hardware
- Software
- Services (consulting)
- Subscriptions
- Telecom and Data

FY 16 Technology Major Expenditures

- Electronic Health Records (EHR)



Division of Criminal Justice

Mission

To investigate and prosecute all criminal matters fairly, consistently, and with the highest regard for public safety and the rights of all persons.

Technology Strategy

Technology - Support the integrity of criminal investigation and prosecution through enhanced, state-of-the-art technology to store, retrieve, share, and display (e.g. for trial purposes) information.

Communication - Enhance communication between the Division and other state and local law enforcement agencies relative to criminal investigations and prosecutions.

State Systems - Maintain the agency's ability to use, and grow with, state systems, which support its administrative and financial operations.

"The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>.

Technology Achievements

- Digitization and deployment of Sharepoint for Capitol Murder investigations and appeals.
- Configuration and deployment of third party software update packages throughout the state.
- Finalization of the Case Management System Statement of Work including business and technical requirements for Part A and Part B cases along with sections for all of the specialized Units and Bureaus.
- Installation and configuration of new Microsoft Hyper-V virtual hosts
- Installation and configuration of three new virtual guest servers with Windows 2012 R2
- Successfully completed build out of flash drive images using Windows 8 To Go software to meet DCJ audio and video business requirements.
- Upgrade to Sharepoint 2013, upgrade enterprise backup environment to Data Protector 9.0, Hardware patches updates.



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eGovernment

The Division of Criminal Justice does not currently provide any online services and there are no services planned for the near future.

We do have a traffic stop complaint form that we make available on our web page. However, that form must be submitted with the police department that made the initial traffic stop.

Planned Applications

The agency needs to implement a new Case Management System. A system is required to support the statewide Criminal Case Management needs of the Division of Criminal Justice (DCJ). The project includes a central repository of criminal case data to be shared statewide by all DCJ Districts and Bureaus and integrate with the statewide Criminal Information Sharing System (CISS) that is being developed by CJIS. It is unclear at this point whether the Case Management System will provide sufficient Document Management functionality for the DCJ needs and whether the DCJ may need to implement a separate Content Management solution.

Implementation of Active Directory Federated Services so that we can efficiently communicate with Judicial and the CJIS systems.

FY 16 Technology Budget

Current Budget:

- Hardware \$325,340
- Software \$193,190
- Services (consulting) \$160,000
- Telecom and Data \$10,000

FY 16 Technology Major Expenditures

Purchase of Case Management System:

- Hardware \$553,500
- Software \$350,000
- Services (consulting) \$2,000,000
- CMS Software \$2,000,000
- Telecom and Data \$20,000



Office of the Attorney General

Mission

The Attorney General is the chief civil legal officer of the state. The Attorney General's Office serves as legal counsel to all state agencies. The Connecticut Constitution, statutes and common law authorize the Attorney General to represent the people of the State of Connecticut to protect the public interest. Among the critical missions of this office are to represent and vigorously advocate for the interests of the state and its citizens, to ensure that state government acts within the letter and spirit of the law, to protect public resources for present and future generations, to preserve and enhance the quality of life of all our citizens, and to ensure that the rights of our most vulnerable citizens are safeguarded.

Technology Strategy

The Information Technology (IT) Unit, as part of the Administration Department, is responsible for providing information technology support services to all departments of the Office of Attorney General. The needs of the Office are handled in a responsive, innovative and cost-effective manner by proactive support of all hardware, software and network infrastructure. The unit is responsible for finding better and more efficient ways to use technology within the legal industry. The goal is to make the office more efficient and productive in serving our clients.

Technology Achievements

- Phase 2 of Matter Management System (LawBase). Adding Legal Hold Process, Reports and SmartFolders.
- Healthcare Advocacy database re-write integration into LawBase as their own flexbase
- Daily support of Agency Systems with 100% up time during business hours.

eGovernment

ONLINE SERVICES AVAILABLE

- Access to the Attorney General's Formal Opinions.
- Helpful Quick Tips for consumer issues in 6 languages
- Links and information helpful to seniors, children, charities and consumers
- Complaint form as a fillable PDF done in 6 languages



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ONLINE SERVICES REQUESTED BY CONSTITUENTS

- On-line complaint form instead of the fillable PDF

ONLINE SERVICES PLANNED BY YOUR AGENCY

- On-line complaint form for consumers to streamline the complaint process

Planned Applications

- Online web-based complaint form to import directly to LawBase
- Outlook integration with WorkSite for email/attachments/documents management
- Internal legal blogs and intranet for employees

FY 16 Technology Budget

- Hardware – 45k estimated budget.
- Software – 5k estimated budget.
- Services (consulting) – 90k estimated budget.
- Subscriptions/support - 55k estimated budget.
- Telecom and Data - 20k
- Training (IT related) - 46k

FY 16 Technology Major Expenditures

- None that are expected to be over 100k



Office of the Chief Medical Examiner

Mission

To provide accurate certification of the cause of death and to identify, document and interpret relevant forensic scientific information for use in criminal and civil legal proceedings necessary in the investigation of violent, suspicious and sudden unexpected deaths, by properly trained physicians. Providing such information may prevent unnecessary litigation, protect those who may have been falsely accused, and lead to proper adjudication in criminal matters. Medicolegal investigations also protect the public health: by diagnosing previously unsuspected contagious disease; by identifying hazardous environmental conditions in the workplace, in the home, and elsewhere; by identifying trends such as changes in numbers of homicides, traffic fatalities, and drug and alcohol related deaths; and by identifying new types and forms of drugs appearing in the state, or existing drugs/substances becoming new subjects of abuse.

Technology Strategy

The role of the Information Technology Unit is to assist the Office of the Chief Medical Examiner (OCME) in reaching its mission critical objectives by ongoing improvement of the efficiency and effectiveness of processes through automation; enhance service delivery to customers through e-Government initiatives where possible; and providing the support services necessary to maintain our accreditation with the National Association of Medical Examiners (NAME). OCME recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>.

Technology Achievements

The OCME began to refresh its desktops, including migrating to Microsoft Window 7-PRO together with Microsoft Office Professional 2013. The Office also began to address shortfalls in its Case Management Death Investigation system (which now contains over 396,000 cases) by completing an assessment with the Vendor and OCME Team members concerning areas needing attention. Items have been categorized by: 1. Fixes under existing maintenance agreement; 2. Enhancements at low/no cost and 3. Enhancements requiring funding. The intent is to extend the life of this highly specialized/niche software.



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eGovernment

ONLINE SERVICES AVAILABLE

- Paperless invoices to Funeral Homes for Cremation fees (via CORE)

ONLINE SERVICES REQUESTED BY CONSTITUENTS

- None requested

ONLINE SERVICES PLANNED BY YOUR AGENCY

- Electronic Death Certificates: Working with the Department of Public Health;
- On-line payment of Cremation Invoices by Funeral Homes. Plan to work with CORE;
- On-line request/payment for Medical Records (OCME will look at this more closely once the in-house technology refresh is completed)

Planned Applications

During FY16, OCME is planning to complete the desktop refresh, refresh servers that are beyond the end of their support/useful life; refresh network copy/fax/scanners significantly past life cycle; initiate/complete rollout encrypted mobile technology to our field investigators made possible by a LEAN grant; and continue fixes/enhancements to the Case Manager as funds allow.

FY 16 Technology Budget

- \$60,000 Hardware
- \$10,000 Software
- \$34,000 Services (Death Investigation System support)
- 0 Subscriptions
- \$50,200 Telecom and Data

NOTE: In 2011, OCME administrative management support services were transferred out. These services were restored in-house effective 7/1/15. The above amounts are very rough estimates as little information is available in-house at the time of this report.

FY 16 Technology Major Expenditures

- None



Office of Early Childhood

Mission

To support all young children in their development by ensuring that early childhood policy, funding and services strengthen the critical role families, providers, educators and communities play in a child's life.

Technology Strategy

Early Childhood Information System (ECIS): To work with the State Department of Education (SDE) in their development of a new ECIS for the newly formed Office of Early Childhood by combining several functional areas from other agencies into a holistic system which includes a Data Warehouse and Business Intelligence System and a Quality Rating Improvement System (QRIS). The ECIS will help ensure that complete and accurate data is collected, linked to, and coordinated with the K-12 data system, in particular, so that quality assessments and longitudinal analyses of early care and education programs can be performed and student progress can be monitored.

Coordinate the onboarding and adoption of systems where appropriate for those programs being transitioned to the Connecticut Office of Early Childhood.

"The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>.

Technology Achievements

- Onboarding of additional OEC staff transferred from other agencies this past year, their equipment, data and software systems into the Office of Early Childhood. This included the MIECHV staff from DPH and Children's Trust Fund staff from DSS in October 2014 and the Birth to Three staff from DDS on July 1, 2015 amounting to 26 transitioned staff. Additionally, there have been a total of 24 new hires that have been on boarded this past year. This includes 18 positions to supplement the Licensing Division and an additional 6 positions in the areas of fiscal, legal, grants and education advisory positions. It is anticipated that an additional 13 new hires will occur in fiscal year 2016.
- Began the planning for the migration of the Birth to Three Software System from a BEST managed environment for DDS to a BEST managed environment for OEC/SDE.
- Continuing to work on the development of the ECIS system in partnership with SDE.



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- A secure COLLECT (Connecticut On-Line Law Enforcement Communications Teleprocessing) terminal was set up in preparation for OEC to assume complete responsibility for conducting background checks from DSS for the Care 4 Kids program as of 7/1/2015.

eGovernment

Services available for various OEC agency divisions:

Early Care and Education

Care for Kids

- On-line forms
- On-line applications
- On-line redeterminations
- On-line electronic payment registration

211 Child Care

- Child Care Provider look-up

Workforce Development

- Account application
- Role access requests
- Submission of documents
- Search for consultants, trainers
- Request ECTC, Head Teacher certificate
- Request scholarship assistance
- Produce program-level reports, including NAEYC proxy report

Family Support Services

- Service provider reporting for registered providers
- Training registration

Licensing

- On-line licensing status look-up of Child Care and Youth Camp providers

ONLINE SERVICES REQUESTED BY CONSTITUENTS

Services requested by constituents for various OEC agency divisions:

Early Care and Education



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Care for Kids

- On-line application tracking

Licensing

- Child Care and Youth Camp License renewal

ONLINE SERVICES PLANNED BY YOUR AGENCY

Early Care and Education

Care for Kids

- Electronic invoices for providers

Planned Applications

- The design and implementation of a statewide Early Childhood Information System in partnership with the State Department of Education.
- Migration of the Birth to Three Software System from a BEST managed environment for DDS to a BEST managed environment for OEC/SDE.

FY 16 Technology Budget

- Hardware – \$ 291,204 (For central and remote program and office staff.)
- Software - \$1,467,964 (For software licenses & maintenance and support.)
- Services (consulting) - \$1,250,000 (For ECIS project)
- Subscriptions- \$7,532 (For program staff)

FY 16 Technology Major Expenditures

- The design and implementation of a statewide Early Childhood Information System in partnership with the State Department of Education.



Office of Governmental Accountability

Mission

The Office of Governmental Accountability/ Office of the Executive Administrator provide fiscal, human resources, information technology, affirmative action, and administrative support to the consolidated divisions of the Office of Governmental Accountability, in accordance with the state's statutes, regulations and protocols, to facilitate the successful accomplishment of each division's mission.

Technology Strategy

Although the nine divisions retain independent decision-making authority, including decisions related to the technology needed to accomplish their commissions' work, the Office of the Executive Administrator provides infrastructure and technology solutions that enable the agency to achieve greater efficiency. Our strategic vision includes:

- Enhance customer service by improving intake, case management, and reporting via Legal Files Case Management System;
- Enhance customer service by implementing agency-wide telecommunication upgrades to VOIP and videoconferencing;
- Improve information management by implementing automated file sharing and communication with commissioners;
- Advance the skill set and capabilities of the Information Systems team through training;
- Enhance the technology infrastructure of the agency to achieve better scalability, availability, and security.

The Office of Governmental Accountability/Office of the Executive Administrator recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>.



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Technology Achievements

- Upgraded and continued to maintain the Legal Files Case Management System;
- Completed roll out of an automated help desk support system; processed upwards of 1,400 service requests;
- Upgraded the IDF room to facilitate new, expanded, more secure server infrastructure; completed installation of features to protect equipment in the data center;
- Continued to refresh aging agency hardware (PCs and mobile devices);
- Began implementation of a new virtual server infrastructure platform to accommodate agency wide technology needs;
- Continued to publish an e-newsletter to communicate with the constituents of the Office of the Child Advocate.
- The OVA continues to use the agency Facebook and Twitter pages as a means of sharing news, events, trainings and important information that affect crime victims and their families.
- Provided Wi-Fi access to the satellite office that serves the Office of the Child Advocate and State Contracting Standards Board

eGovernment

ONLINE SERVICES AVAILABLE

- Implemented Legal Files case management system*
- Websites for each division www.ct.gov/oga
- The OVA continues to update the agency website to provide more consistent and relevant information. Some of the changes the OVA has made include;
 - A link providing information and brochures in Spanish.
 - The addition of local and nationwide resources via links.
Facebook: <https://www.facebook.com/StateOfCtOfficeOfTheVictimAdvocate>
Twitter: @OVA_CT
- Facebook: <https://www.facebook.com/StateOfCtOfficeOfTheVictimAdvocate>
- Published the Office of the Child Advocate's e-newsletter

ONLINE SERVICES REQUESTED BY CONSTITUENTS

- Automated communication of commission/council paperwork (file sharing)
- More robust websites that allow constituents to research decisions and communications published by the divisions
- Facebook: <https://www.facebook.com/StateOfCtOfficeOfTheVictimAdvocate>
- Twitter: @OVA_CT



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- The addition of the OVA as a resource for Public Safety via the new State of CT portal: <http://portal.ct.gov/Health-Safety-and-Human-Services/Public-Safety/Crime-Victims/?TaxId=27561>

ONLINE SERVICES PLANNED

- Develop an agency intranet
- Improve telecommunications by implementing VOIP and videoconferencing capability
- Improve access to information and communication between the commissions/councils and commissioners/council members
- Teleconferencing capability and equipment for commissioners
- Modernize websites

Planned Applications

- Intranet
- VOIP and videoconferencing
- Mobile technology (tables), Wi-Fi and infrastructure to support secure remote access
- Wireless access (Wi-Fi)
- File sharing

FY 16 Technology Budget –

This chart outlines OGA’s plan for technology spending.

Division	Hardware	Software	Services	Telecom / Data	Total
OEA	103,600.00	5,145.00	11,000.00	13,275.00	133,020.00
SEEC	63,500.00				63,500.00
OSE	10,000.00				10,000.00
FOIC	14,000.00				14,000.00
OCA	6,000.00				6,000.00
JRC	2,000.00				2,000.00
CSB	3,000.00				3,000.00
OVA	8,000.00				8,000.00
Totals	\$210,100.00	\$5,145.00	\$11,000.00	\$13,275.00	\$239,520.00



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FY 16 Technology Major Expenditures

- Up to \$537,000 for software solutions
- Up to \$370,000 for equipment



Office of the Healthcare Advocate

Mission

The Mission of the Office of the Healthcare Advocate is to assist consumers with healthcare issues through the establishment of effective outreach programs and the development of communications related to consumer rights and responsibilities as members of health plans. The office focuses on: assisting consumers to make informed decisions when selecting a health plan; assisting consumers in resolving problems with their health plans, and; identifying and advocating on issues, trends and problems that may require executive, regulatory or legislative intervention.

Technology Strategy

OHA's goal is to employ technology that will allow them to more effectively assist consumers with healthcare issues. OHA recognizes the Software Management Policy that describes the use and disposal of software assets found at

<http://www.osc.ct.gov/manuals/software/contents.htm>.

Technology Achievements

- None

eGovernment

LIST OF ONLINE SERVICES AVAILABLE

- NONE

LIST OF ONLINE SERVICES REQUESTED BY CONSTITUENTS

- NONE

LIST OF ONLINE SERVICES PLANNED BY YOUR AGENCY

- NONE

Planned Applications

- None



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FY 16 Technology Budget

- Hardware: \$15,000 (PC and server refresh)
- Software
- Services (consulting)
- Subscriptions
- Telecom and Data:

FY 16 Technology Major Expenditures

- None



Office of Higher Education

Mission

The Office of Higher Education seeks to advance the promise of postsecondary education for all state residents, and to advocate on behalf of students, taxpayers, and the postsecondary schools and colleges which fall under its purview. The Office carries out its mission by ensuring – through the promulgation of regulations which meet the highest standards of academic quality – that students have access to superior educational opportunities at Connecticut’s postsecondary institutions, by administering the state’s student financial aid programs, and by serving as an information and consumer protection resource.

Key state responsibilities, in addition to the administering the state’s student financial aid programs known collectively as the Governor’s Scholarship Program, include the licensure and accreditation of Connecticut’s independent colleges and universities (programmatic and institutional; non-profit and for-profit), licensure of in-state academic programs offered by out-of-state institutions, administration of the Minority Advancement Program, regulation of more than 150 private career schools and operation of the Alternate Route to Certification program for college-educated professionals interested in becoming teachers. Major federal responsibilities include management of the Commission on Community Service which administers the AmeriCorps program, Veterans Program Approval, and the Teacher Quality Partnership Grant Program.

Technology Strategy

The technology strategy deployed by the Office of Higher Education is designed to maintain a technologically- advanced environment and advance the agency’s capacity to provide up-to-date higher education information and data analysis. The agency carries out its technology strategy by:

- Providing support in all required information technology infrastructure across the agency.
- Working with all agency divisions to develop and maintain information systems to promote staff productivity, and easy access to data within and across divisions.
- Providing a secure environment for all work productivity.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>.



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Technology Achievements

- Firewall replacement to ensure that the agency has the strongest data protection available.
- Upgrading of virtual servers to maintain information technology infrastructure, and ensure software compatibility.
- Upgrade to SQL 2014.
- Wireless installation in the Alternate Route to Certification classrooms and conference room to provide an advanced learning environment to students who benefit from internet access during classroom instruction, and other state agencies which use the rooms for training.

eGovernment

LIST OF ONLINE SERVICES AVAILABLE

- Connecticut Collegiate Awareness and Preparation Program – online report filing for grantees. Connecticut College Access and Success Program – online report filing for grantees.
- AmeriCorps – online report filing for grantees.
- Postsecondary Career Schools Enrollment and Completions – online enrollment and completion reporting.
- Governor’s Scholarship Application – online input of student information by high school guidance counselors.
- Alternate Route to Certification Application – allows potential applicants to create online accounts for filing and monitoring the status of their applications.
- Alternate Route to Certification Student Assessment and Reporting System – an online system used by enrolled students, evaluators and cooperating teachers to track students’ progress throughout the student teaching portion of the program.
- Alternate Route to Certification Resource Library – online access to all presentation files used during training sessions.
- Academic Program Search – an online search tool for the public to find programs offered at any collegiate or postsecondary career school in CT or to explore lists of approved institutions and programs.
- Veteran Program Approval – an online search tool for the public to identify Connecticut postsecondary programs and institutions approved for GI veterans education benefits.
- Collegiate Enrollment and Completion Search – an online search tool for the public to research enrollment and completion data for Connecticut collegiate institutions.
- Connecticut Higher Education Community Service Awards Program – online submission of nomination forms.



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LIST OF ONLINE SERVICES REQUESTED BY CONSTITUENTS

- All the above.

LIST OF ONLINE SERVICES PLANNED BY YOUR AGENCY

- The Office of Higher Education consistently reviews current and possible online services, and will implement changes or add new services as funding becomes available.

Planned Applications

The Office of Higher Education routinely updates its website (www.ctohe.org) with updated information and forms to assist students, parents and legislators and the higher education community. As the need arises, the Office of Higher Education will enhance and improve existing systems, based on best practices, feedback from outside parties, and fund availability.

FY 16 Technology Budget

Outline plan for technology spend from all sources.

Within available budgetary constraints, the Office of Higher Education has set forth the following technology priorities:

- Hardware replacement, according to fixed schedule.
- Software upgrades, as they become available.
- Software licenses.
- Telecommunications and wireless data maintenance and upgrades, as necessary.

FY 16 Technology Major Expenditures

The Office of Higher Education has no plans for major expenditures at this time.



Office of Policy and Management

Mission

OPM functions as the Governor's staff agency and plays a central role in state government, providing the information and analysis used to formulate public policy for the State and assisting State agencies and municipalities in implementing policy decisions on the Governor's behalf. OPM prepares the Governor's budget proposal and implements and monitors the execution of the budget as adopted by the General Assembly. Through intra-agency and inter-agency efforts, OPM strengthens and improves the delivery of services to the citizens of Connecticut, and increases the efficiency and effectiveness of state government through integrated process and system improvements.

Technology Strategy

- Focus on partnering with divisions to help them do their jobs more efficiently through the use of technology.
- Continue to support Lean initiatives that have an IT component that is integral to the success of the project and the mission of the agency.
- Give staff the tools they need to do their job effectively and make the experience as seamless as possible.
- Provide a hardware infrastructure to facilitate the execution of our business continuity plan and our disaster recovery plan.
- OPM recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>.

Technology Achievements

- Virtualized server environment and migration to Windows Server 2012 R2
- Implemented Group Policy to more effectively manage users and devices
- Began to re-wire out to the desktop with Cat-6
- Completed printer refresh with centrally managed support tools.



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eGovernment

ONLINE SERVICES AVAILABLE

- Renters Rebate – Provides a partial rebate of rent and utility expenses to lower income elderly and totally disabled renters
- Sales Ratio – Used to collect annual real estate sales data, by town, in order to calculate the Equalized Net Grand List
- M13 (Grand List of Taxable Property) – Used by the municipalities to collect Grand List assessment data in order to calculate the Equalized Net Grand List
- The Criminal Justice Policy and Planning Division now has 97 sub-recipient grant awards across 7 separate Federal Programs under active management in the Grantium GMS. The total value of the grant projects under management is approximately \$5.1 million dollars.
- Notice of Intent (NOI) – A web based application agencies use to gain permission from OPM to allow the agency to apply for a federal grant. Once approved, the agency can then submit the grant application to the issuing federal agency.
- Open Data Portal – Participate in the State's effort to make raw government data open to the public to increase transparency and provide useful information.

ONLINE SERVICES PLANNED BY YOUR AGENCY

- No new online services are planned at this time.

Planned Applications

- OPM has undertaken a new project (with the support of Core-CT) to implement a new analytics and reporting tool (STARS) that presents data in report format and interactive dashboards. The new system will provide the State with advanced analytical and reporting capabilities for human resources/financial management and will enhance decision making. This system will also allow the State to integrate results based accountability and key performance indicators into the biennial budget process. The goal is for STARS to become the statewide data repository for human resources and financial data.
- UCOA/Benchmarking System will standardize financial information in order to promote financial transparency, uniformity, accountability, and comparability among communities. The ultimate objective is to identify significant potential cost savings through more competitive contracting of bids, sharing of products/services or creating regional



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services; including taking advantage and using the purchasing power of the 169 CT municipalities.

- The Office of Policy and Management, Criminal Justice Policy and Planning Division – (OPM/CJPPD) is continuing to implement its online, life cycle grants management system known as Grantium. New activities scheduled for the fiscal year include: (1) adding 5 Business Intelligence (BI) Consumer User licenses to the existing OPM Grantium BI installation (2) investing additional funds to provide for (a) Mentoring and Knowledge Transfer; (b) Workflow Application Enhancement and (c) Enhancing, Modifying or Developing New Reports.
- The Office of Finance is undertaking a project to develop an automated system that will streamline the business processes for health and human services through Purchase of Service (POS) contracts with community-based providers. In fiscal year 2015, 10 agencies have approximately 1,500 contracts involving about 900 providers and \$1.7 billion in expenditures. The business processes involved with these contracts include program development and planning; obtaining internal state agency budgetary and other approvals needed to enter contract; negotiations between State agencies and providers regarding contract language and budgets (along with periodic RFP processes); contract assembly and execution (including signatures and collection of required certification and documents); setting up the contract in the State's financial management system (Core-CT); contract management, including periodic financial and programmatic reporting, provider payments and site visits; and receiving and acting upon year-end audits of providers and contracts.

FY 16 Technology Budget

- Hardware –
 - Network storage upgrade needed to develop and implement business continuity plan (approximately \$70,000) ****See attached for detailed list****
 - New VoIP phone system, \$120,000. Funding to come from BEST
- Software – Footprints and GoToMyPC renewals (approximately \$11,000)
- Services (consulting) –
 - Consultant fees for BI project are an estimated \$1.2 million.
 - Third party hosting provider for our mission critical applications are an estimated \$46,000.
- Subscriptions - not applicable
- Telecom and Data – not applicable



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FY 16 Technology Major Expenditures

The IT budget for OPM is far less than the \$100,000 threshold for this category.



Office of the Secretary of the State

Mission

Through the commitment of a knowledgeable staff and advanced technology, the Office of the Secretary of the State works as a team to provide a wide range of services for the people of Connecticut.

We are a repository of records for the State, and provide important information and resources regarding business and commercial filings, elections and authentication as prescribed by the constitution, federal and state laws.

We seek to support business development opportunities, and foster a more inclusive political process by educating, informing and engaging communities and youth in civic participation.

Technology Strategy

As the chief election official the Secretary supports furthering the use of technology to improve services to voters and enhance the transparency of our democratic institutions. The last major investment in election technology was the replacement of the old lever machines to adopt the new optical scan tabulator system, paid for by federal money that has since been depleted. Common election problems such as long lines at polls, tracking overseas ballots, knowing where to vote, protecting the rights of disabled voters, and improving the quality of the voter file can all be addressed by increasing the use of technology. In addition, the general public's interest in election results can also be satisfied by using new technology in the data collection and dissemination process.

The agency is nearing the last phase of a bond fund award to support the acquisition of several election technology items such as electronic poll books, a new model of voting systems for the disabled, global elections management software and high speed scanners. These items will improve the service to voters at the polls on Election Day, alleviate costs for the towns, and speed the process of declaring results.

The Secretary also serves as the keeper of important records for the state. To that end the agency's goal is to maximize the use of technology so that the public information is easily accessed and can be provided in the most useful format for the customer. The agency also



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would like to add as many “self-service” functions as possible. Currently, the agency is developing an online application for business formation. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>.

Technology Achievements

Much of the office’s focus over the last year has been on the streamlining of elections administration. Each town is its own jurisdiction, making the collection of information and data uneven. We continue to develop an election management system which integrates all the required reports that local officials submit to us. It will also contain data such as the expiration of certification for moderators, location of polling places, and ultimately precinct-level reporting of election results.

The agency launched the state’s new online voter registration system, a cross agency project involving the Secretary, the DMV and DAS/BEST as well as a consulting team. Eligible voters with a DMV-issued ID (license, permit or non-operator ID) can enroll as a new voter or update their own voter registration as they like. In addition to offering improved service to the public, the system automates the responsibility of the registrar of voters who can add new enrollments without manually typing any information.

This summer, the Secretary launched the new “e-regs” system, which puts all of the state regulations online and centrally located. Currently the staff for e-Regs is working with other agencies to train employees on how to use the system to promulgate and publish their regulations. The agency presented the new system at the most recent conference of the National Association of Secretaries of State, where it was very well received.

In recent years, the agency website has been updated in an effort to make it easier to navigate and maintain.

eGovernment

ONLINE SERVICES AVAILABLE

- Online voter registration and mobile app
- Centralized Voter Registration System
- Online filing of annual reports for business entities
- Online certificate of good standing



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- Amending existing business entities
- Submission of UCC filings
- E-Regs: centralized state regulations creation and publication
- Online State Register & Manual (“Blue Book”)
- Business start-up tool for LLCs

ONLINE SERVICES REQUESTED BY CONSTITUENTS

- Faster election results
- Contemporary and historic election data that is downloadable and in flexible format such as excel or csv to create, for example, a list of candidates or results of past elections.
- Improve search function of CONCORD. For example, search by name of principal.
- Training services for local election officials and poll workers
- Online access to original filing documents of businesses
- Partnership with CT Data Collaborative to use web-based data visualization tools to interpret raw data about Connecticut businesses and elections

ONLINE SERVICES PLANNED BY YOUR AGENCY

- Online business formation
- Ongoing development of election management system to support election administration and that publicly displays results in real time
- Expand business start-up tool and customize for other types of business entities

Planned Applications

Implementation of the new elections management system and its more rapid display of results is a major priority for the 2016 election cycle. Deploying new equipment for election administration, supported by bonding, is also a priority for 2016.

The Secretary of the State is currently working with the statewide e-government Steering Committee to create an application to help agencies more efficiently comply with public notification requirements.



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FY 16 Technology Budget

Technology Source	Amount
Hardware	\$13,832.00
Software	\$45,000.00
Services (Consulting)	\$449,233.00
Subscriptions	\$15,200.00
Telecom and Data	\$764,000.00

FY 16 Technology Major Expenditures

- Migration of agency applications off the mainframe to a server environment
- Maintenance of CONCORD (business registration application)
- Maintenance of CVRS (centralized voter registration system)
- Maintenance of E-Regs system
- Global election management system software (bonding project)
- Battery-less memory cards (bonding project)
- Electronic poll books (bonding project)
- New model for disability voting systems (bonding project)
- High speed scanners (bonding project)



Connecticut Office of the State Treasurer

Mission

To serve as the premier Treasurer's Office in the nation through effective management of public resources, high standards of professionalism and integrity, and expansion of opportunity for the citizens and businesses of Connecticut.

- Provide a high-quality, responsive state of Connecticut, Office of the State Treasurer enterprise information system.
- Provide a reliable cost effective in-house agency combination of vendors, equipment and software that supports the treasury responsibilities.
- Provide adequate training for the Treasury DP staff.

Technology Strategy

Support divisions and programs in the delivery of Treasury services and information to constituents through, cost-effective, innovative, transparent, reliable and secure technology. This can be done by:

- Improving IT efficiencies
- Reducing infrastructure complexity
- Increasing the use of enterprise and shared applications. Leverage shared services across government agencies, offices and divisions to increase value-added benefits while eliminate unnecessary duplication and reducing costs.
- Updating or replacing old legacy programs
- Working with BEST on innovative solutions
- Working with third party sources that can provide efficient, cost-effective services

Technology Achievements

The Treasury completed the migration to a new Master Custodian of the \$28 billion pension funds. The Pension Fund and the Treasury IT staff are working with Bank of New York - Mellon for support.



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The Treasury and CORE CT have been working on several projects. The Treasury has legacy in-house financial programs and a turnkey accounting package. The OTT staff and members of the CORE CT financial team have been working on how to integrate these programs into CORE.

The OTT staff and BEST are working to incorporate the FileNet Enterprise Content Management system.

OTT is in the process of implementing BizNet for the Pension Funds Management division. The application will streamline a very labor intensive workflow with our potential vendors. We see numerous applications at the Treasury that would be a good fit for the BizNet tool.

The Office of the Treasurer and the Connecticut Agricultural Experiment Station has a disaster recovery agreement. In the agreement they'll allow us to store disaster recovery equipment at the facility and use part of their facility if needed. This year we have upgraded Server hardware and configured a VMware environment for restoring servers.

The Cash Management division continues to improve banking services to customers of its Short-Term Investment Fund, including municipalities and other state agencies. Two examples: Working with the Department of Revenue Services on a remote check deposit technology to speed deposits and reduce banking fees, and establish them as a vendor that could be paid by taxpayers through on-line bank bill paying systems. OTT is working with the Office of the Comptroller's Retirement Division to establish new bank linkages for direct deposit. Migration from the State Street custodial bank to Bank of New York – Mellon was completed.

eGovernment

ONLINE SERVICES AVAILABLE

- *Office of the Treasurer's Web Site*
 - *Treasurer's Web Site* – The Treasurer's website has a wealth of information posted for businesses, Connecticut government, towns and citizens.
 - *The Big List* - In Connecticut, the Office of State Treasurer collects and safeguards money and other valuables which have been unclaimed by Connecticut residents for a specific period of time, generally three to five years. Unclaimed assets include, but are not limited to: savings or checking accounts, un-cashed checks, deposits, stocks, bonds or mutual fund shares, travelers' checks or money orders and life insurance policies. The Big List is where people can check to see if their name is on the list.
 - *STIF Express* - The Treasurer's Short-Term Investment Fund (STIF) is a Standard & Poor's AAAM rated investment pool of high-quality, short term money market instruments managed by the Cash Management Division of the State Treasurer's



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- Office. Created in 1972, STIF serves as an investment vehicle for the operating cash of the State Treasury, state agencies and authorities, municipalities, and other political subdivisions of the State. STIF Express gives on line access to the customer's account.
- *Connecticut Higher Education Trust* - CHET is a tax-advantaged, low cost savings program specifically designed to help families save for future college costs. The funds can be used at accredited colleges and universities across the country, including vocational and technical schools, and some colleges abroad.
 - *BuyCTBonds* - is a website that provides interested investors with information on State of Connecticut bonds when they are offered for sale to the public. This website is used in advertising (print, digital and radio) when bonds are offered for sale. Included in this site: information on the State (economic, geographic, credit, etc.); information on the bonds being offered for sale (terms, maturity dates, security, broker phone numbers)
 - *Information Report for Potential Vendors* - Vendors and prospective vendors of the Office of the Treasurer are required to download and complete the Employer Information Report which provides demographic information regarding the workforce of such firms.
 - *Financial Education: Financial Football* - Financial Football is a fast-paced, interactive game that engages students while teaching them money management skills. Teams compete by answering financial questions to earn yardage and score touchdowns.
 - *Big Time Saver* - The Office of the State Treasurer and the Hartford Animation Institute collaborated with the acclaimed Hartford Courant Newspapers in Education program to bring "Big Time Saver" financial literacy lessons to fourth through sixth grade students throughout Connecticut. The series teaches kids the importance of savings and other money related topics. Funding for this series was provided by Bank of America-Connecticut.

ONLINE SERVICES REQUESTED BY CONSTITUENTS

- Investor services for financial advisors, underwriters and bond counsels

ONLINE SERVICES PLANNED BY YOUR AGENCY

- BEST SharePoint services
 - BEST FileNet services
 - BizNet services
1. *Investment Proposal Firm Information* - prospective vendors of the Office of the Treasurer who wish to submit information regarding their company.



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2. *Information Report for Potential Vendors* - Vendors and prospective vendors of the Office of the Treasurer are required to provide demographic information regarding the workforce of such firms.
3. *Debt Management Tax Questionnaires* - Tax Questionnaires – Before Debt Management can issue a municipal bond or generate a loan (for the Clean Water Program), a Tax Questionnaire is sent to either our series counsel or participating municipalities. The Tax Questionnaire itself has been evolving from a paper report to an Excel spreadsheet. Once circulated, the series counsel or participating municipalities have a certain period of time to return the Tax Questionnaires back to Debt Management. Incomplete questionnaires or problems must be resolved before the next step in the bond or loan process can take place.

Planned Applications

- Implement IBM Enterprise Content Management (ECM) at the Office of the Treasurer.
- Update legacy programs.

FY16 Technology Budget for OTT

- Hardware- Twenty percent of our Desktops will be replaced with new desktops off State contract.
- Software – Upgrading Microsoft Office software.
- Services for consulting - Hardware replacement contract with System Maintenance Services - \$3,768

FY16 Technology Major Expenditures by OTT

The major projects that are planned to start in Fiscal Year 2016.

- Debt Management System Upgrade
- Claims Processing and Reporting System Upgrade



Commission on Human Rights and Opportunities

Mission

The mission of the Connecticut Commission on Human Rights and Opportunities is to eliminate discrimination through civil and human rights law enforcement and to establish equal opportunity and justice for all persons within the state through advocacy and education.

Technology Strategy

Streamline office efficiencies utilizing paperless technologies, enhancing productivity and response time to our customer base. With the upgrade of CTS, we have improved our reporting and case tracking capabilities. We know anticipate reviewing the Affirmative Action Contract Compliance database and working with DAS BEST to implement an effective change.

Due to the planned move in August 2016 for Central Office and the Capital Region, technology will be greatly enhanced because of the Enterprise VOIP system and a more robust network offered at this location. However, the remaining CHRO regional offices are in need of significant network infrastructure upgrade. Specifically, there will be the need for discussion on increasing the speed and performance of the line to the offices, including updating routers and other infrastructure changes. Without these network upgrades, the regional offices productivity are impaired significantly.

Technology Achievements

The Housing Discrimination unit at the CHRO has procured five MacBook Pros to enhance customer service outreach – whereas complaints can be taken immediately in the field.

Executive Staff at CHRO has procured 3 Lenovo Yoga tablets which enable more efficient communications on the go at agency meetings, CHRO hearings and outreach functions.

The filing of Contract Compliance Affirmative Action plans is now allowed electronically, via PDF format.

MacBook Pro computers and final cut software to produce a documentary film about civil rights law enforcement and the CHRO's role in the civil rights movement in Connecticut. Additionally,



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we purchased a camera and lighting equipment which allowed us to create public service announcements that have been posted to our website.

eGovernment

ONLINE SERVICES AVAILABLE

- Other than the website and some forms and posters that can be downloaded we cannot claim to have online services.

ONLINE SERVICES REQUESTED BY CONSTITUENTS

- We have been made aware that some constituents would like the opportunity to fill out an "Intake Inquiry" online, and have it emailed or placed in an investigator's queue for review and follow up.

ONLINE SERVICES PLANNED

- The filing of online complaints has been discussed from time to time, but the downsides outweigh the benefits. This may be reconsidered as we work on a new CTS.
- All CHRO regional offices will be conforming to a standardized method of completing case processing activities, electronically.
- Contract Compliance Affirmative Action database will be reviewed for efficiencies and possible enhancements.
- CHRO would like to make all its processes understandable to those using them. We would like to have videos demonstrating how to complete Contract Compliance Affirmative Action plans, state agency Affirmative Action plans. Videos on how to file a discrimination complaint for employment, public accommodation or housing would be of tremendous value to those most likely to be discriminated against.

Planned Applications

It is really what has been stated in Technology Strategy and eGovernment.



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Connecticut State Library

Mission

The mission of the Connecticut State Library is to preserve and make accessible Connecticut's history and heritage and to advance the development of library services statewide.

Technology Strategy

To provide a stable IT infrastructure and a secure environment while supporting public/patron Internet access. To implement IT standards that follow best practice policies, procedures and processes for protected systems while supporting the business needs of the Agency.

Technology Achievements

Subscribed to LibGuides; redesigned website & transitioned to Wordpress platform; shared appl. via Remote Desktop, i.e. Adobe products; implemented Dell AppSure device for backup/restore purposes replacing tape backup library; completed SANS CyberSecurity training for CSL staff; upgraded firewall to Sonicwall NSA 3600; installed Smartboards and Discovery video equipment at learning lab service centers for online training & webinars.

eGovernment

ONLINE SERVICES AVAILABLE

- Twitter; Flickr; Facebook; HistoryPin; Pinterest; LibGuides;* ICONN; DropBox for Business;* Consuls; EZProxy; <http://vj7ty3rc9q.search.serialssolutions.com> & many db subscription services, i.e, WestLaw, Ancestry, Finding Aids link located at <http://www.ctstatelibrary.org/subscrindex.htm> (plus Research link located top right find historical photos and documents), and online reference services.

ONLINE SERVICES PLANNED

- eCommerce & Digital Access Library Collections; Statewide eBooks; State & Local Record Retention schedules; continued Statewide library training webinars; Records Management training for town clerks and state agencies.



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Planned Applications

Applications - Enterprise Sharepoint (workflow & Intranet)

Projects - 2012 Server Refresh due to end of life Window 2003 server; join EXEC domain for password standards; Library Patron Management System replacement; VDI Service for Learning Labs; Union catalog & statewide resource sharing system for - ICONN data bases; CTDA; Patron Network environment refresh; Voice over IP; Integrated Library System (ILS) replacement recommended by Board of Regents; ECM Project (Public Records in collaboration with BEST Phase 1 & 2); development of webinars and online exhibits; CEN fiber build to public libraries, schools, public & academic libraries trusted depository electronic records.

FY 16 Technology Budget

- Hardware - \$200,000 (servers for ICONN, Scanners for Library, etc.)
- Software - \$70,000 (Library appl, MS licensing and CONSULS replacement)
- IT Supplies \$35,000
- Services (consulting) \$30,000 (CUL)
- Subscriptions \$3.5 Mill (eBooks and library db's)
- Telecom and Data - \$50,000 (ContentDM)

FY 16 Technology Major Expenditures

- Statewide Union Catalog and Interlibrary Loan System HW, SW & Service - \$350,000
- Subscription to online data bases & Library Materials - \$2.5 million
- Statewide eBook Platform - \$2.2. Mill
- ECM Project (Public Records in collaboration with BEST Phase 1 - \$1,014,983 & Phase 2 - \$ 1.5 Mil.
- CEN build out to public libraries - \$3.6 Mill



Connecticut Military Department

Mission

The Connecticut Military Department is a unique dual-status agency, having both federal and state missions. The federal mission is to maintain properly trained and equipped National Guard units for prompt federalization in the event of war, domestic emergencies or other emergencies. The state mission is to coordinate, support and augment federal, state and local authorities in emergency response, to provide emergency response planning and to conduct community service programs.

Technology Strategy

The Connecticut Military Department has an effective IT strategy that will enable IT to implement innovative technology with the idea of “simplicity” at its core while doing away with legacy equipment that contributes to less than optimal output and productivity. The agency seeks to adopt new technologies to better streamline our business posture. Intended improvements in hardware and software technology aims to increase and improve efficiency in the agency’s daily business functions. New robust network switches and routers appliances promote better security, faster access and a more reliable connectivity to the State of Connecticut global network infrastructure. The latest software patches to enterprise software such as Microsoft Office products, McAfee and other enterprise applications assist in the mitigation of ongoing cyber threats and security risks. The agency seeks to expand its IT department by one additional position in order to implement this strategy. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm> Furthermore, the agency seeks to embrace social media and expand its online presence.

Technology Achievements

- Military Department’s hardware device upgrade and deployment
- Windows 7 OS Image creation and Migration
- Microsoft Office 2010 & 2013 Professional Plus installation & deployment
- MIL Domain Creation on Exec Server
- MIL File Server Migration & Cutover



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- MIL Email Migration on Exec Domain
- Private wireless connectivity via Sprint Data Link Technology for CT MIL Department
- Fibertech fiber run and installation from LOB to Hartford Armory
- MIL Server Room Upgrade - ePlus Technology Inc.
- Improvements to Hartford Armory Security CCTV system & Secure DVR Video Access
- Agency wide Mobile Phone Migration

eGovernment

ONLINE SERVICES AVAILABLE

- Military Relief Fund – Downloadable application form
- Wartime Service Bonus – Downloadable application form
- Service Member record requests – Downloadable request form
- Employment Opportunities – List of state jobs available in the agency
- Agency Contracts – Link to contracts available with the agency
- Connecticut Military History
- State Militia Units
 - First Company Governor’s Foot Guard
 - Second Company Governor’s Foot Guard
 - First Company Governor’s Horse Guard
 - Second Company Governor’s Horse Guard
- LINKS TO OUTSIDE RESOURCES
 - CONNECTICUT NATIONAL GUARD
 - CONNECTICUT PURPLE PAGES
 - STARBASE
 - CONNECTICUT NATIONAL GUARD FOUNDATION
 - MILITARY SUPPORT PROGRAM

ONLINE SERVICES REQUESTED BY CONSTITUENTS

- Ability to complete applications online
- Ability to request military records online
-

ONLINE SERVICES PLANNED BY YOUR AGENCY



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- Improved coordination between the state and federal websites of the CT Military Department and the Connecticut National Guard in order to provide better information and resources to current and former members of the National Guard
- FOR AGENCY EMPLOYEES section that provides resources to employees not located at the Hartford Armory. Such resources will include agency forms, policy letters, regulations and other relevant information

Planned Applications

The agency is in process of redesigning and restructuring its online presence in order to improve customer service to those who need to conduct business with the Connecticut Military Department. An improved website will also better serve the state's military community in connecting to resources and services for their benefit.

The agency plans to create a single database system using MSAccess to manage all agency programs. Currently, separate databases are utilized to administer the Military Relief Fund, Wartime Service Bonus, State Active Duty, Military Funeral Honors and the four units of the Governor's Guards. A single program with one-touch architecture will streamline the ability to administer grants, monitor funding, produce reports and submit payroll for the various programs.

FY 16 Technology Budget

The agency is allocating the following amounts from its Operations & Expenses (O&E) budget

- Hardware - \$12,000.00
- Software – \$5,000.00
- Services (consulting) - \$0.00
- Subscriptions - \$3,000.00
- Telecom and Data - \$10,000.00

FY 16 Technology Major Expenditures

The agency seeks to apply for funding from the Information Technology Capital Investment Program in partnership with federal funding to achieve the following:



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Connect all state facilities to the Nutmeg Network. The National Guard's mission to provide public safety during emergency operations requires us to ensure that all facilities have reliable and affordable IT infrastructure in order to quickly disseminate and share vital information.

Secure wireless capabilities at key installations, Hartford Armory, Camp Niantic, Bradley Air National Guard Base & Windsor Locks Readiness Center is being sought as a means to provide personnel from multiple organizations to securely connect to their respective servers through virtual personal network (VPN) technology.

Security enhancements to protect personnel, resources and facilities from external threats. Small military installations, such as National Guard armories, are a target for foreign and domestic terrorists. Security systems connected through IT infrastructure will allow leaders to quickly analyze situations as they occur and develop in order to make informed decisions. They also serve as a deterrent to potential attackers.



Connecticut Teachers' Retirement Board

Mission

The Mission of the CT Teachers' Retirement Board is to administer the CT Teachers' Retirement System.

Technology Strategy

- The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at "<http://www.osc.ct.gov/manuals/software/contents.htm>"
- Secure funds to upgrade to a web based Pension Administration Software that allows members access to view and update their accounts.
- Deploy new servers with Windows Server 2008 64 bit OS
- Upgrade to Oracle Database 12c
- Implement interface with Local Board of Educations to submit subsidy transaction sheets and Post Retirement Reemployment forms.
- Implement Mac Locking on network switches.
- Distribute new laptops to essential employees to test VPN connection and other essential applications.

Technology Achievements

- Upgraded and deployed new Windows Server 2008 64bit servers providing DNS, DHCP, FTP, and backup services.
- Transitioned from a third-party application that emails reports using the BEST pop server to an in-house developed application now using an SMTP server.

eGovernment

ONLINE SERVICES AVAILABLE

- Website with latest news, policies, procedures and fillable forms.
- Benefit Estimator, Service Credit Cost Estimator, Retirement Overview.
- Procedure manuals for use of Local Board of Educations.

ONLINE SERVICES REQUESTED BY CONSTITUENTS

- Online access for teachers to view and update their accounts.



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ONLINE SERVICES PLANNED

- NONE

Planned Applications

- Implement interface with Local Board of Education for inputting subsidy transaction data and Post Retirement Reemployment Forms

FY 16 Technology Budget

- Hardware
 - Keyboard/Video/Mouse (KVM) Switch \$2,110
 - 2 300GB disks for servers to provide redundancy \$790
 - 5 PCs for new employees approximately \$10,000
- Software
 - including renewals \$10,000
- Services (consulting) - \$9,000 (Off site data storage, switch and server support)
- Subscriptions
- Telecom and Data

FY 16 Technology Major Expenditures

- Upgrade to a web based Pension Administration Software that allows members access to view and update their accounts.



Psychiatric Security Review Board

Mission

By statute, the mission of the Psychiatric Security Review Board (Board) is the protection of society. The Board accomplishes this mission by ordering the appropriate confinement, treatment, or conditional release of individuals adjudicated by Superior Court as having committed a crime but found not guilty by reason of mental disease or mental defect. The Board is an independent state agency attached to the Department of Mental Health and Addiction Services (DMHAS) for administrative purposes only.

Technology Strategy

The administrative staff of the Board is composed of three employees. We are attached to DMHAS for all administrative functions, including IT issues. Therefore, the Board does not have its own technology strategy and defers to DMHAS on this matter.

Technology Achievements

N/A

eGovernment

ONLINE SERVICES AVAILABLE

- The Board maintains its own website and offers the public information on hearing dates and documents available for downloading.

ONLINE SERVICES REQUESTED BY CONSTITUENTS

- N/A

ONLINE SERVICES PLANNED BY YOUR AGENCY

- No additional services currently planned



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Planned Applications

- Please refer to the DMHAS plan

FY 16 Technology Budget

- Hardware
- Software
- Services (consulting)
- Subscriptions
- Telecom and Data

FY 16 Technology Major Expenditures

- None



Workers' Compensation Commission

Mission

The Workers' Compensation Commission (WCC) administers the workers' compensation laws of the State of Connecticut with the ultimate goal of ensuring that workers injured on the job receive prompt payment of lost work time benefits and attendant medical expenses. To this end, the Commission facilitates voluntary agreements, adjudicates disputes, makes findings and awards, hears and rules on appeals, and closes out cases through full and final stipulated settlements.

Technology Strategy

The role of MIS is to assist the Workers' Compensation Commission in administering the workers' compensation laws of the State by improving the efficiency and effectiveness of processes through automation. WCC recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>.

Technology Achievements

- Upgrade all network switches and routers
- Upgrade network circuits to higher speed

eGovernment

ONLINE SERVICES AVAILABLE

- Submission of First Report of Injury. FRIs may be entered through a web interface, or in bulk via an EDI interface.

ONLINE SERVICES REQUESTED BY CONSTITUENTS

- NONE

ONLINE SERVICES PLANNED BY YOUR AGENCY

- Public Access – A public facing Internet query application that will allow interested parties to generate inquiries on claims and claimants, and allow attorneys, insurance



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companies, or any other interested party to generate a hearing docket for any district office.

Planned Applications

- E-file. WCC's major funded project for the next 5-7 years. E-file is the conversion of the current claims and hearing processes from being paper intensive to completely paperless. The initial step in E-file is to convert the agency's flagship application, WCS, from PowerBuilder to .Net. A vendor has been contracted to do this, and work will proceed throughout FY16.
- Agency-wide implementation of the state's enterprise telephone system.

FY 16 Technology Budget

- Hardware
 - Development/Test servers for WCS system: \$97,500
- Software
 - WCS development/test environment OS and database: \$46,044
- Services (consulting)
 - Conversion of WCS system and consultants, \$1,751,040
- Subscriptions
- Telecom and Data
 - \$103,820

FY 16 Technology Major Expenditures

- Begin conversion of WCS and partner applications from PowerBuilder to C#/.Net. This conversion will be done by a vendor, Metex, from state contract 12PSX0313. Total cost is anticipated to be about \$3 million.
- Begin migration of FRI system off of agency-owned servers to BEST's applications hosting environment. This will also involve the migration from Sybase to SQL Server.