



State of Connecticut IT Strategic Plan for Fiscal Year 2017

STATE OF CONNECTICUT INFORMATION AND TELECOMMUNICATIONS STRATEGIC PLAN FOR FISCAL YEAR 2017

September 15, 2017

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 2017 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 733 Information Technology (IT) employees in the Executive Branch while only 155 (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.

In Fiscal Year 2016, the State introduced a new five-year technology strategy that outlined the critical technology activities to guide state actions. This plan provides the first annual update to the five-year strategy.

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 (43%) 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 2016 Digital State's Survey² that identified Connecticut with a grade of "B+". This follows a Digital State Survey 2014 grade of "A-". This recognition reinforces our belief that recent investments and action over the last five years have had a positive impact; however, much work remains to be done to continue to drive value from technology.

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. The primary factors contributing to the State's current technology capability are outlined below.

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. These reductions are expected to continue at least through the 2019 fiscal year.

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 (78% > 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.

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-2016-Results.html>



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Data in the backseat

A large number of applications with very little integration creates “data islands”. The data is locked into applications. Limited agency knowledge of what data actually exists in the systems makes security and usage difficult. Having data located in many different places makes it more difficult to secure.

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/>. Additionally, the What Works Connecticut initiative is beginning to help agencies share data through streamlined processes and soon to be released technology.

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.

Today’s Enterprise Services are primarily utilities but this is changing

Networking, VOIP, Document Management, Mainframe, Application Hosting all provide economic value based on efficiency of computing platform, but only focus minimally on business value.

Targeted investment in shared solutions has started to show benefits across the state, both in bringing new capabilities online and in reducing the overall size of the technology portfolio. Relevant examples include the continued maturation of the Enterprise Voice Over IP System that has been rolled out to 16 agencies in 40 locations. This new system brings greater capabilities to our agencies while reducing overall spend on telecommunications. This year also saw the introduction of the Enterprise Master Patient Index (EMPI) that is initially used between AccessHealthCT and the Department of Social Service to uniquely identify an individual. Finally, a Social Services application (ImpaCT) will go into production with a test launch in October 2016 as the continuation of the multi-agency, integrated eligibility system.

Developing shared solutions that meet the needs of many different agencies will take time. Our strategy embraces continued efficiency through shared solutions.

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 translates to the limited sharing of technology solutions when a large overlap of business needs is evident. Additionally, there is limited citizen-centric view of “whole of person” and “whole of business” 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



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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.



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5 Year Goals

Last year, the State announced a 5-year technology strategic plan because a 12-month horizon cannot adequately address the enterprise needs of the State of Connecticut. During FY 2016, the state began to execute on the strategy and to more fully discuss the implications with state agency business and technology leadership teams. This report offers an update to the five-year plan that reflects progress to date and minor adjustments to the strategy.

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
- Reduced costs to provide needed technology services (new goal)

Goal 1 - 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.

Progress on Strategic Goal 1:

- The Criminal Justice CoE has started to take shape with the transfer of operational responsibilities for CJIS application development from OPM to DESPP. While still governed by the CJIS Governing Board, the CoE is now able to share critical skills and planning across the criminal justice domain. The first two production releases of the CISS application are live with the additional 7 releases to be completed by the end of calendar 2017.



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- The Health and Human Services CoE has been operationalized through agreements between AccessHealthCT and the Department of Social Services. An executive steering committee has been formed consisting of members from DAS, OPM, DSS, AHCT, DCF, DDS, and DoRS. This Steering committee covers joint planning and cross agency issue resolution. A shared services assessment report was completed in 2016 that identified shared capabilities and a roadmap for implementation.

Goal 2 - 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.

Progress on Strategic Goal 2:

- The Office of Policy and Management has launched the "What Works Connecticut" initiative to build a platform that enables data integration across state agencies for the purpose of decision and policy making. This initiative has requested IT Investment Capital funding to establish the initial capabilities. The team has also completed template data sharing agreements that can be used to produce de-identified data for research purposes.

Goal 3 - 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.

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.

Progress on Strategic Goal 3:



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- A multi-agency workgroup has been formed that includes technology leadership and statewide human resources to evaluate change to the technology workforce. Information has been collected from multiple states on how the issue of the technology workforce is being handled.
- No substantial progress has been made in hiring newly skilled resources given the short term moratorium on hiring.

Goal 4 - 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

Progress on Strategic Goal 4:

- 52 applications have been retired within the last two years.

Goal 5 - 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.

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

Progress on Strategic Goal 5:



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- The State has made active progress against this goal during the year. The State launched a new mobile app called “CT Prepares” that both provides citizens with information on emergency situations and also allows the ability to share an “I’m safe” message. The free application has been downloaded over 6,000 times.
- The State also launched a consolidated online meeting calendar to help meet public demands for more accessible information on public meetings. This platform allows all meetings to be recorded and searched in one location. Agency specific meetings can also be published to agency websites to allow for interested parties to see only the subset of meeting for which they have interest.
- The state launched two new online donation capabilities for the Library Foundation and for the Department of Veterans Affairs.
- Finally, The Department of Motor Vehicles continues to be the most downloaded mobile application with over 204,000 downloads since inception.

Goal 6 - 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.

Progress on Strategic Goal 6:

- In the last year, the State deployed 5,404 secure tokens and 662 soft token that add greater security to applications and users.
- The State was selected to be one of five states in the country to participate in the National Governor’s Association Cybersecurity Policy Academy. This yearlong effort provides Connecticut with external subject matter expertise to craft a statewide cyber security strategy. This group will be delivering a report to the legislature on January 1, 2017.

Goal 7 - 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.

Progress on Strategic Goal 7:



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- As a first step towards this goal, the state implemented a new feedback collection process on the CT.Gov portal. This feature asks a percent of visitors about their time on the portal, including feedback on the site and if they were successful in their visit.



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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
- 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



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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 continued to build on the new, mobile-friendly state portal that was launched in 2016. Three pilot agencies (Social Services, Education, Administrative Services) are working with the eGovernment team to move their content to the new portal in November 2016. Additional online services are planned across many agencies, that information can be found in the Agency Reports.

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 54 projects to date with 8 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.



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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.



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CONNECTICUT AGRICULTURAL EXPERIMENT STATION

Mission

The mission of The Connecticut Agricultural Experiment Station is to develop, advance, and disseminate scientific knowledge, improve agricultural productivity and environmental quality, protect plants, and enhance human health and well-being through research for the benefit of Connecticut residents and the nation. Seeking solutions across a variety of disciplines for the benefit of urban, suburban, and rural communities, Station scientists remain committed to "Putting Science to Work for Society", a motto as relevant today as it was at our founding in 1875.

Technology Strategy

- Update desktop computers on a 5-year replacement plan.
- Keep software programs current including antivirus software.
- Keep hardware up-to-date and running.
- Keep backup software and hardware operational and current.

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

We have replaced desktop and laptop units as necessary. Currently, our equipment is up-to-date and running properly, including switches, servers, and back-up drives. We have been able to update our OC3 circuit with an ACS circuit, 50MB CIR/Basic CoS interactive; 100Mbps port basic service at our New Haven location. We have installed a direct connection to DAS/BEST from our Valley Laboratory in Windsor, which has improved the Valley Laboratory's internet speed and created a direct connection to DAS/BEST.

EGovernment

List of Online Services Available:

- Bee keeper registrations screen fillable and then mail.
- Nursery and Nursery dealer registration screen fillable and mail.
- Soil testing screen fillable forms and then mail.



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- Insect and Plant Disease screen fillable forms and then mail.

List of Online Services Requested by Constituents:

- Complete bee keeper registration and real-time updates to the database.
- Complete Nursery and Nursery dealer registrations and real-time updates to the database.

List of Online Services Planned to be made available:

- Bee keeper registration and real-time updates to the database for our inspectors.
- Nursery and Nursery dealer registrations and real-time updates to the database for our inspectors.

Planned Applications

We are currently working with DAS/BEST designing and implementing an online bee keeper, nursery, and nursery dealer's registration and database. The new databases will have the ability to track real-time information for the registrants.

FY 2017 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware \$30,000.00
- Software \$5,000.00
- Services (consulting) \$5,000.00
- Subscriptions \$2,500.00
- Telecom and Data \$12,000.00

FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- None for FY 2017.



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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 agency continues to see adaptive measures, utilizing technology to streamline and simplify processes that reduce costs and improve proficiency. At the core of the agency's strategy is the necessity to connect all of the agency's 22 locations to the Nutmeg Network in order to improve security, provide faster access and a more reliable connectivity. The agency continues to improve its online presence in order to provide faster and effective services to the public. 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

- 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
- MIL Email Migration on Exec Domain
- Private wireless connectivity via Sprint Data Link Technology for CT MIL Department
- Lighttower 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.



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EGovernment

List of Online Services Available:

- Military Relief Fund – Downloadable application form
- Request military service records
- Connecticut Military historical research
- 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 partner resources
 - Connecticut National Guard
 - Connecticut Purple Pages
 - STARBASE
 - Connecticut National Guard Foundation
 - Military Support Program

List of Online Services Requested by Constituents:

- Ability to complete applications online

List of Online Services Planned to be made available:

- Improved coordination between the state and federal systems to streamline communication and agency processes

Planned Applications

- No applications planned at this time



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FY 2017 Technology Budget

Outline a plan for technology spend from all sources:

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

FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- 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.



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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 and the digitization of the State Library's collection. To implement IT standards that follow best practice policies, procedures and processes for protected systems while supporting the business needs of the Agency.

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

- Tested in lab environment upgrade of Comprise SAM 8.5 library mgmt. system to Comprise SAM 10 awaiting production. Designed SharePoint (SP) site for agency. The statewide union catalog (reQuest) rebranded as findit CT and moved to Bibliomation. CUL2 server upgrade for LBPH. Four file servers decommissions (old Intranet - SP, GIR casetracker – SP, 2 old IIS website – WordPress.

EGovernment

List of Online Services Available:

- Twitter; Flickr; Facebook; HistoryPin; Pinterest; LibGuides; researchIT CT; findIT CT; DropBox for Business; Consuls; EZProxy; LibraryH3lp; Zotero; <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



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List of Online Services Planned to be made available:

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

Planned Applications

- Applications - Enterprise SharePoint (Intranet) & MS Office upgrade
Projects - 2012 Server Refresh due to end of life Window 2003 server; join EXEC domain for password standards; Windows 10 rollout; switch Replacement; new wireless solution; Windows 10 rollout using PC notebooks for learning lab; Library Patron Management System replacement; VDI Service for Learning Lab; online statewide Interlibrary loan system (requestIT CT); Connecticut Digital Archive (CTDA); Patron Network environment refresh; Voice over IP; shared Integrated Library System (ILS) replacement approved and funded by Board of Regents (underway, expected completion 1/2017; ECM Project (Public Records in collaboration with BEST Phase 1 & 2); development of webinars and online exhibits, and CEN fiber build to public libraries, schools, public & academic libraries trusted depository electronic records.

FY 2017 Technology Budget

Outline a plan for technology spend from all sources:

- 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)



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FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- 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



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CONNECTICUT STATE COLLEGES AND UNIVERSITIES

Mission

The Connecticut State Colleges & Universities (CSCU) contribute to the creation of knowledge and the economic growth of the state of Connecticut by providing affordable, innovative, and rigorous programs. Our learning environments transform students and facilitate an ever increasing number of individuals to achieve their personal and career goals.

Technology Strategy

The State College and University System's technology strategy will require collaboration and standardization of systems to support the 5 overarching goals outlined by the Board of Regents. Standardizing systems across the 17 institutions, leveraging cloud services where available and cost effective will ensure 24-hour service to our regional, residential Universities and local Community Colleges. Modernizing, standardizing and securing these critical application services is the key to meeting the Board's long term strategic goals.

Technology Achievements

Under a 5-year technology plan started in FY 2015, the system has begun a major infrastructure upgrade of core technologies; firewalls, routers and switches at all 17 campuses. Additionally, the system has upgraded to latest technology in VoIP at each campus. The infrastructure projects should be completed in FY 17, allowing the system to concentrate on modernizing, standardizing and securing strategic applications to address the Board's 5 goals. To meet these goals, the system will look to deliver mobile functionality to students and faculty through cloud services, fully secured and monitored on a 24-hour basis. These services will be delivered through push technology based on a student or faculty member's academic requirements in a time sensitive manner. Strategic applications across the system are being standardized through cloud provides, freeing up scarce resources to work with end users to maximize technology efficiencies.

EGovernment

List of Online Services Available:



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- Online Registration
- Online Admissions
- Online Bill Payment
- Online Courses
- Emergency Notification

List of Online Services Requested by Constituents:

- Mobile Applications (Registration, Bill Payment, Advising)
- Messaging (CRM) for Reminders/Advising/Admissions

List of Online Services Planned to be made available:

- Student Mobile
- Student Advising (CRM)
- Student Recruiting (CRM)
- Mobile Applications

Planned Applications

- ERP Cloud Services for the above planned online services.

FY 2017 Technology Budget

Outline a plan for technology spend from all sources:

Operating Budget: 7.8m

Capital Budget 36.7M

FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- ERP Standardization, Modernization, Security and Cloud Services. (30M)
- Completion of Infrastructure Projects (10M)



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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.
- Implement interfaces with Local Board of Education to collect sensitive information using State's Secure File Transfer.
- Implement Mac Locking on network switches.
- Distribute new laptops to essential employees to test VPN connection and other essential applications

Technology Achievements

- Deployed new servers with Windows Server 2008 64-bit OS
- Upgraded to Oracle Database 12c

EGovernment

List of 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.

List of Online Services Requested by Constituents:

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

List of Online Services Planned to be made available:



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- None

Planned Applications

- Implement interfaces with Local Board of Education to collect sensitive information using State's Secure File Transfer.

FY 2017 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware Keyboard/Video/Mouse (KVM) Switch \$2,500
- Software \$10,000 including renewals
- Services (consulting) \$4,000(Offsite data storage and switch support)
- Subscriptions
- Telecom and Data

FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

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



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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

- In partnership with the Office of the Attorney General, introduced "eDiscovery as a Service," that leverages the capabilities of our email system to provide support for legal preservation of email-based electronically stored information as well as providing support for FOI or other needs. In the first six months of the program, over 290 requests have completed and over 40 agencies have enrolled in this service. Since the



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introduction of this service, the turnaround for agency FOI needs has gone from months and in some cases years to an average of only a few days.

- Deployed a new online Public Meetings Calendar utility to display state agencies' public meetings in one centralized location. In collaboration with the Office of the Secretary of the State the new system replaces a paper-based approval process and allows agencies the ability to create events instantly and post their meetings electronically through a single, statewide system.
- Business Scanning as a Service model was developed and piloted with the Department of Construction Services, Statewide Human Resources, Statewide Security and State Property Review Board. The new service model provides the ability for agencies to ingest scanned images into a document management solution to eliminate physical paper file storage for active documents under record retention policies. To date, all four business units has scanned and ingested over 50k documents.
- Continued deployment of the statewide Unified Communications (UC)/VoIP platform that includes new features such as Call Center, Softphone, Mobile VoIP Communication, fax and messaging services. The system is currently in service several agencies including DAS, DSS, DEEP, DOT, SoTS, DMHAS, DDS – and was expanded to DCP, OPM, OSC and DMV headquarters in Wethersfield during FY 2016.
- Completed the construction of the Nutmeg Network. This federal stimulus program was an expansion of the Connecticut Education Network, an establishment of the Public Safety Data network and open access broadband services. Provisioned approximately 850 circuits on the PSDN network for its public safety customers and 76 cross connects between the PSDN and CEN Networks, allowing CEN to provide internet services to public schools, libraries, Town Halls and other municipality locations.

E-Government

List of 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



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- 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
- Apply online for a uniform license for community based entities
- Apply online for a new license, permit or certification
- Sign up for e-alerts for new notices for jobs, examinations, bid/RFP
- Register online to become a public surplus buyer

List of Online Services Requested by Constituents:

- None noted

List of Online Services Planned to be made available:

- State Marshalls Reporting
- Enterprise Event Registration
- Apply online for a State Job

Planned Applications

- Statewide Talent Management System
- Claims Commissioner Case Management System
- State Construction Cost Estimate Reporting
- Records Management Additions to Document Management

FY 2017 Technology Budget

Hardware	\$7,164,440.91
Services (Consulting)	\$3,857,624.08
Software	\$13,445,544.26
Subscriptions	\$216,478.16
Telecom	\$8,653,139.70
Grand Total	\$33,337,227.11



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FY2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- Continued Unified Communications Expansion
- Continued Expansion of the 911 Public Safety Data Network
- Claims Commissioner Legal tracking system
- Statewide Talent Management System



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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 fully completed its IT transition from DSS to DORS and is now fully supported by DORS IT.
- SDA facilitates DORS IT in every way possible to ensure that existing technology is utilized to allow the agency to be more transparent and user-friendly.
- 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

- SDA worked with DORS IT to successfully complete the roll out of 4 Surface Pros to the Agency Commissioner and agency managers.
- Facilitated DORS IT in the upgrade of 5 blackberry devices over to iPhone.
- Developed and implemented a department twitter account: www.twitter.com/CTSDA

EGovernment

List of Online Services Available:

- Consumers are now able to view agency events via the website's Event Calendar

List of Online Services Requested by Constituents:

- None

List of Online Services Planned to be made available:

- None

Planned Applications



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- No planned applications

FY 2017 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware - No new hardware anticipated
- Software - No new software anticipated
- Services (consulting) - No new services anticipated
- Subscriptions - No new subscriptions anticipated
- Telecom and Data - No new telecom/data anticipated

FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- No technology expenditures in excess of \$100k anticipated



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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

- The agency has ordered vehicle mounted mobile work stations for field staff;
- The agency participated in the E-Licensing Management System Working Group;
- The agency is collaborating with DCP to implement WinWAM software to enhance inspection efficiencies;
- The agency is developing a smartphone app to better notify the public about shellfish bed closures in real time;
- The agency is utilizing technology to better record shellfish and stormwater sampling data in Long Island Sound;
- 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;



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EGovernment

List of Online Services Available:

- The agency has established a considerable social media network by utilizing Facebook, reaching more than 10,400 followers
- Constituents can review license status online.
- Constituents are able to request that the commissioner speak at various events around the state through our website.
- The agency has developed more online, fillable applications for shellfish licensing permits;
- The agency has made shellfish bed maps available online

List of Online Services Requested by Constituents:

- 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.

List of Online Services Planned to be made available:

- Better utilize features of existing software programs to provide additional online information and constituent-friendly service options. DoAg hopes to work more closely with DAS/BEST, utilizing their expertise to help more efficiently implement existing and potentially new licensing software applications.

Planned Applications

- The Connecticut Department of Agriculture plans to work with DAS/BEST to implement a workstation replacement scheduled that will allow the Department to stay current with technology that will allow for efficient and timely delivery of services to constituents. Aging computer technology severely limits the ability of the department to meet changing agency needs and constituent requests.
- Modification of the current Iron Data software is anticipated to help the agency expand online services offered to constituents. This will be contingent upon the



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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.

- The Department of Agriculture was close to expending more complete IT service and access to the Hartford Regional Market in FY16, and hopes to complete that process in FY17. This would all for substantially better oversight of business functions and programs for this off-site location. Currently, DoAg employees at the Hartford Regional Market cannot even access Core-CT for timesheet purposes, let alone more complex applications.
- Completion of cable upgrade installation at DoAg's Milford Aquaculture facility.

FY 2017 Technology Budget

Hardware: The Department of Agriculture, in preparation for its move to 450 Columbus Blvd and in development of a standard replacement schedule for agency-issued laptops, requests funding to replace at least one-third of all agency laptop and desktop computers in FY17, another one-third in FY18, and another one-third per year thereafter.

- The agency has 64 staff people
- At last purchase, a laptop with the relevant software package cost approximately \$1,500/unit
- The agency anticipates needing to replace twenty-one units per year, at a total cost of approximately \$32,000 per year.

The Department of Agriculture continues to need IT upgrades at the Hartford Regional Market. The Hartford Regional Market is the largest fresh produce distribution center between New York City and Boston.

- Constructed in the 1940's and 1950's, it was not built with 21st century technology in mind.
- The Department of Agriculture intends to upgrade data cabling at the Hartford Regional Market, which would allow for department staff working at the market to have access to the agency network, as well as allow for modern security upgrades such as electronic door locks with key card access. Presently, staff cannot even submit timesheets online.
- The initial phase of this project is estimated to cost approximately \$10,000.



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The Department of Agriculture Bureaus of Aquaculture and Agricultural Development and Resource Preservation have a considerable need for updated GIS mapping equipment to best complete aspects of their core functions.

- Each bureau, located in two different regions of the state, will need to replace mapping plotters within the next 12 months.
- Each plotter costs approximately \$3,500 including the cost of the plotter, ink, and installation.
- The total cost to the agency will be approximately \$7,000.

Software

- The agency continues to work with DAS/BEST, the Department of Consumer Protection and others to develop more user-friendly software that would be available to multi-agency users as well as the public to streamline permitting, licensing and inspections.
- The Department of Agriculture is charged with monitoring animal disease traceability. With very communicable diseases such as High Pathogen Avian Influenza presenting a clear and present danger to animal health, the department needs to have the tools necessary to meet its responsibility.
 - The department would like to request funding to purchase USAHERD software, which would enhance and ensure the ability of the department to meet its goals. The anticipate cost for this software purchase and installation would be approximately \$60,000.

Subscriptions – The department anticipates no substantial changes to telecom or data services or expenses in FY17.

Telecom and Data – The department anticipates no substantial changes to telecom or data services or expenses in FY17.

FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- The Connecticut Department of Agriculture does not anticipate any technology expenditures in excess of \$100,000 in FY16. The Department does have a need to develop a 3 and 4-year technology equipment schedule and would be eager to work with DAS/BEST to develop such a plan as well as funding opportunities.



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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

- Contracted with Accenture to provide a high level business requirements report and a road map to system modernization.

EGovernment

List of Online Services Available:

- 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

List of Online Services Requested by Constituents:

- Various filing and registration services through the Securities Division



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List of Online Services Planned to be made available: None at this time

Planned Applications

- None for this FY

FY 2017 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware \$48,200
- Software \$15,000
- Services (consulting) \$6,000
- Subscriptions (online) \$25,200
- Telecom and Data \$72,200

FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- Migration to the state ELMS. Cost anticipated to exceed \$200,000.



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DEPARTMENT OF CHILDREN AND FAMILIES

Mission

Working together with families and communities for children who are healthy, safe, smart and strong.

SEVEN CROSS-CUTTING THEMES: The following cross-cutting themes shall guide all DCF operational units in advancing the mission and strategies of the agency:

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; and
7. Becoming a learning organization.

Technology Strategy

- Improve Customer Satisfaction
- Optimize Internal Process Efficiency and Effectiveness
- Improve Asset Management
- Increase Security
- Develop and Enhance Skills Sets of Staff
- Improve Delivery of Services and Reduce Costs
- Implement Disaster Recovery
- Increase Data Quality
- Consolidate and Standardize Technologies
- Facilitate Exchange of Data with State and Federal Partners
- Improve Worker Mobility
- Enhance Collaboration and Accessibility

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

- **Sibling Visitation** – Connecticut General Status – Section 17a – 10a
 - Added ability to record, track and report on Visitation Plans in SACWIS system

- **Sex Trafficking and Random Moment Time Studies.**
 - Added features to SACWIS system based on new federal legislation (Preventing Sex Trafficking and Strengthening Families Act) allowing states to claim 50% reimbursement for all time spent in allowable activity working with victims of Sex Trafficking and those at risk of same.

- **AFCARS**
 - Various Data Quality Improvements and Data Clean up efforts to address deficiencies in Improvement Plan in the areas of tracking Removals, Discharges, Placement Settings, Safe Haven Baby Program, Race/Ethnicity, Case Plan Goals.

- **Case Review System (CRS) – Phase I**
 - Implementation of the new Case Review System (CRS) for DCF will allow the agency to streamline data collection and enhance the DCF Continuing Quality Improvement system.

- **BizTalk / Data Exchanges**
 - Implemented BizTalk Server for use in interfacing with Federal and State systems. Used for interfacing with Federal Child and Family Services Reviews system OSRI, State Department of Education SASID Education Data Exchange, National Center for Missing and Exploited Children. Upcoming plans for use in Interstate Compact – NIECE.

- **VDI – Phase I**
 - Implement a combination of solutions that will allow for agency owned personal computers and applications to be securely “virtualized” onto servers located in secure environments. Solution allows agency staff to access those assets by using less costly thin clients rather than full personal computers. Additionally, staff will have the ability (with management approval) to securely access agency applications



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over the internet using almost any device that has an internet connection to include personal and public computers, tablet computers, smartphones, and netbooks.

- **Certificate Authority** – Implemented Windows Certificate Authority Services.
- **Switch Upgrades** – Upgrade switches for 14 area offices, facilities from 100mb to GB and allow for new secure protocols to address HIPAA security deficiencies and to support VDI.
- **McAfee Move Implementation** – Implementation of anti-virus protection for VM Servers.
- **Upgrade VMWare Backup** – Upgrade of Veeam Backup for VMWare Servers.
- **Reporting, Data Studies, Data Sharing** – Completed implementation of Results Oriented Management System includes 187 reports to track Agency KPI's. Completed 19 Internal Reporting projects with multiple reports and dashboards. Completed 5 Data Studies and External Data Sharing Projects for Legislative and Research organizations. Completed 2 Federal Reporting Projects.
- **Self Service Catalog** – Implementation of Footprints Self-Service catalog for efficient and streamline customer help requests.
- **MS Remote Assistance** – Implementation of Microsoft Remote Assistance.
- **Medically Complex Foster Care Placements** – SharePoint solution to track medically complex foster care placements.
- **Mindshare** – Implemented system to provide predictive analytics on high risk cases and child fatalities.
- **Emergency Safety Intervention** – Improvements to Emergency Safety Intervention system to include better security, search, and reporting capabilities.
- **HIPAA Risk Analysis** – Completed Audit performed by independent 3rd party to access Risk across all HIPAA regulated areas of IT.



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- **Open Data Portal** – Developed process to integrate SACWIS data with Open Data Portal and increasing the number of public reports by 14 to 23. [DCF Open Data](#)
- **E-Learning** – Implementation of online training via proprofs and creation of a dozen agency online training modules to support 25,000 Mandated Reporters and thousands of foster care parents.
- **Fleet Scheduler** – Application to manage the scheduling and tracking of 600+ vehicles in use by DCF staff.

E-Government

List of Online Services Available:

- PIE – Provider Information Exchange
- Provider Gateway – One on One Mentoring
- Emergency Safety Intervention and Average Daily Census
- Mandated Reporter Training
- Nurse Medication Administration Training
- Foster Care Provider Training
- Fostering Health for Children in Foster Care Training

List of Online Services Requested by Constituents:

- Online Referrals and Child Protective Service Reports
- Contracted providers' ability to view contracts, invoice, View Services provided and Requested, View Capacity and Vacancies, Improvements to Critical and Significant events, e-Delivery of Permanency planning packets
- Credentialed Providers – Online Referrals, Service Authorizations, Invoicing
- Youth 18+ - Online completion of NYTD Surveys
- Foster Parents – Real-time communication including after hours, ability to review Medical profile, Ability to request services, Ability to submit and review Critical and Significant Events
- Private Licensed Providers – online licensing and inquiries.
- Other Providers – Invoicing, Service information and Service Updates, Referrals and Service Authorizations.



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- CT Association of Foster and Adoptive Parents – Consolidated inquiry process
- CPA (Therapeutic Foster Care) Providers – Licensing Information, Home Approvals
- Education Districts – Provide information on Grades, Standardized Testing, Attendance, Discipline and Suspensions
- Medical / Dental and Behavioral Health Providers – MDE form submissions, Document Management and E-signatures.
- Employers / Background Checks – Submitting and Receiving CPS background checks
- Ombudsman – Online submission of feedback, inquires, complaints
- Caregivers and Children 13+ - Information on Case Plans, family feedback
- AAG – Court Memos
- Office of the Health Care Advocate – Release and Request for assistance with assessing insurance

List of Online Services Planned to be made available:

- All - depends on CCWIS timeline rollout of modules.

Planned Applications

- CCWIS – Comprehensive Child Welfare Information System
- EHR – Electronic Health Record System
- CRS – Phase II – Administrative Case Reviews
- Juvenile Justice – Replacement for CONDOIT
- SharePoint 2016
- Edgenuity – Virtual Classroom Management
- MDM – Mobile Device Management
- LIST – Application to track Youth Skills
- NIECE – Interstate Compact
- Electronic 603 and Delivery Tracking
- Runaway Database Consolidation and NCMEC Interfaces
- Improvements to existing SACWIS system LINK and Federal Reporting programs (AFCARS, NYTD, NCANDS,1099)



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FY 2017 Technology Budget

IT Equipment	Total Cost	State Share	Federal Share
IT Hardware Maintenance	\$ 90,296.00	\$ 90,296.00	\$ -
VDI Licensing	\$ 1,050,000.00	\$ 1,050,000.00	\$ -
MSFT EA	\$ 774,104.46	\$ 774,104.46	\$ -
IT and Office Supplies	\$ 55,000.00	\$ 55,000.00	\$ -
IT Contracted Services			
Data Services	\$ 1,904,477.00	\$ 1,904,477.00	\$ -
Consultants	\$ 3,838,992.00	\$ 3,838,992.00	\$ -
IT Training	\$ 200,000.00	\$ 200,000.00	\$ -
Office Equipment Rental / Leases	\$ 100,000.00	\$ 65,000.00	\$ -
Miscellaneous	\$ 408,300.87	\$ 408,300.87	\$ -
Travel	\$ 100,000.00	\$ 100,000.00	\$ -
	\$ 8,521,170.33	\$ 8,521,170.33	\$ -

Funding Source: Disaster Recovery - Capital Equipment Fund	Total Cost	State Share	Federal Share
Vsphere / VMWare Active / Active BC Infrastructure (Groton Springfield)	\$ 1,600,000.00	\$ 800,000.00	\$ 800,000.00
VDI - 2 Sites (Hartford, Waterbury)	\$ 343,000.00	\$ 171,500.00	\$ 171,500.00
Replacement PBX (New Britain, Waterbury)	\$ 307,000.00	\$ 307,000.00	\$ -
Laptops, Desktops, Printers	\$ 50,000.00	\$ 25,000.00	\$ 25,000.00
	\$ 2,300,000.00	\$ 1,303,500.00	\$ 996,500.00
Funding Source: CCWIS Planning (IT Investment Fund)			
Consulting (38 FTE)	\$ 2,909,432.59	\$ 1,454,716.30	\$ 1,454,716.30
Hardware/Software / Training	\$ 425,600.00	\$ 212,800.00	\$ 212,800.00
Lease / Office Space	\$ 550,000.00	\$ 275,000.00	\$ 275,000.00



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Phone Service	\$ 9,000.00	\$ 4,500.00	\$ 4,500.00
Travel / Expenses	\$ 100,000.00	\$ 50,000.00	\$ 50,000.00
Office Supplies	\$ 4,500.00	\$ 2,250.00	\$ 2,250.00
Office Equipment Lease / Rental	\$ 2,180.88	\$ 1,090.44	\$ 1,090.44
	\$ 4,000,713.47	\$ 2,000,356.74	\$ 2,000,356.74

Funding Source: CCWIS Implementation (IT Investment Fund)			
Switches (Training / CCWIS)	\$ 165,000.00	\$ 82,500.00	\$ 82,500.00
Training VDI w/ POE	\$ 220,000.00	\$ 110,000.00	\$ 110,000.00
Dev PC's	\$ 300,000.00	\$ 150,000.00	\$ 150,000.00
Utility and Print Server	\$ 5,000.00	\$ 2,500.00	\$ 2,500.00
Scanner / Printers	\$ 36,000.00	\$ 18,000.00	\$ 18,000.00
Projectors	\$ 10,500.00	\$ 5,250.00	\$ 5,250.00
Phones	\$ 95,000.00	\$ 47,500.00	\$ 47,500.00
Consulting (38 FTE)	\$ 727,358.15	\$ 363,679.07	\$ 363,679.07
	\$ 1,558,858.15	\$ 779,429.08	\$ 779,429.08

FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- CCWIS
- SACWIS
- Virtual Desktop Infrastructure
- Springfield Disaster Recovery
- Microsoft EA



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DEPARTMENT OF CONSUMER PROTECTION

Mission

The mission of the Department of Consumer Protection (DCP) is to ensure a fair and safe marketplace for consumers and businesses. 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 incorporating server virtualization, increasing application of workflows to eLicensing and inspections, and preparing for field staff's eventual 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

- Updated the agency telecommunications system with VoIP system.
- Provided tablets for Drug Control and Gaming Regulation Officers.
- Moved Data Base servers to Groton Data Center.
- Created Online Licensing applications for Real Estate Appraisal Schools and Courses as part of LEAN process.

EGovernment

List of Online Services Available:

- eLicensing look-up
- Licensing roster generation
- Licensing renewal
- 74 initial and renewal applications



State of Connecticut IT Strategic Plan for Fiscal Year 2017

- Naloxone pharmacy lookup
- Information available on web site

List of Online Services Requested by Constituents:

- Enable additional 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

List of Online Services Planned to be made available:

- Enable additional 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

Planned Applications

- Enable minors and research on the Medical Marijuana Permitting system
- Move remaining servers to the Groton Data Center
- Upgrade Field Staff phones with iPhones

FY 2017 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware - Replacement of laptops and desktops for Drug Control Division. \$51,000
- Software
 - Mobile inspection software for Food and Standards field staff - \$100,000 federal grant
 - Upgrade of Medical Marijuana Permitting system – cost TBD
- Services (consulting)
 - No new services anticipated.
- Subscriptions
 - No new subscriptions anticipated.
- Telecom and Data



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- Upgrading field staff with iPhones - \$5,000

FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- We do not expect to have a technology expenditure over \$100,000 other than potentially the aforementioned mobile inspection software for Food and Standards field staff, which is through a federal grant.



State of Connecticut IT Strategic Plan for Fiscal Year 2017

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. 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

- Moved all DOC equipment to run DOC internal portal from state data center in East Hartford to new data center in Groton.
- The Operations Incident/Report system went into production at Corrigan-Radgowski as part of a pilot initiative.
- Service Desk Ticketing system went into production for all customers to use as part of the MIS LEAN initiative.
- Completed connection for Jail Re-integration Unit to Judicial's network from Hartford, New Haven and Bridgeport CC.
- Completed the process of setting up all of the new multifunction printers with secure scanning capabilities.



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- Completed new file transfer protocol with DSS as part of a joint Medicaid LEAN event between DOC and DSS.
- Completed the design/configuration of Cybulski Reintegration Center as part of the Governor's Second Chance Society. This included several units including one for veterans. A reintegration center was also built for York CI, the women's facility.
- Successfully migrated the Case Notes cloud to the new data center. Running smooth on the new architecture and servers.
- The new Inmate Banking Commissary system, TAG 11 went into production in December.
- Completed the design/configuration of the American Job Center at New Haven CC.
- Successfully migrated most of old DOC Data Center to the new DOC DC including the 10.80 network at Central Office.
- Completed the migration of Brooklyn CI from a T1 connection to the DOC's fiber network.
- Completed the design/configuration of DOC systems to consolidate CMHC traffic on the Montville and Suffield campuses.
- Completed the negotiation process and contract signing for the new Electronic Health Record System.

EGovernment

List of 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 have interest in
- CT 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
- Municipal Access to Case Notes

List of Online Services Requested by Constituents:

- Video Visitation



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List of Online Services Planned to be made available:

- On-Line Visiting Application Process

Planned Applications

- Offender Management Information System (OMIS) – Comprehensive Offender Management application (MOTS solution)
- CTDOC Health Portal – Comprehensive Correctional Health Management/Health Portal System (MOTS solution)
- Uniform Distribution System – On-Line employee uniform ordering system

FY 2017 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware – \$1,750,000 (includes costs for EHR and OMIS as well as DR site, Capital Costs and hardware maintenance)
- Software – \$2,000,000 (includes software to support EHR and OMIS projects, new software purchases as well as general software maintenance)
- Services (consulting) Consulting Costs of \$1,300,000 (OMIS project Manager), (DOC Health Portal Project Manager), (Software Engineer 2 – Case Notes), HIPAA Compliance Program Manager, HIPAA Privacy Compliance Manager, HIPAA Training Specialist, HIPAA Legal Counsel, Security Policy Analyst, Security Program Architect, and Security Program Architect (network evaluation)
- Subscriptions - \$1,679.76
- Telecom and Data - \$375,000

FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- OMIS Project Manager - \$250,000
- Health Portal Project Manager - \$170,000
- Software Engineer 2 (Case Notes) - \$150,000
- HIPAA Compliance Program Manager - \$160,000
- HIPAA Privacy Compliance Manager - \$225,000
- Security Program Architect - \$161,000
- Annual Novel Maintenance - \$225,000
- Annual Microsoft Maintenance - \$275,000



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- Annual Oracle Maintenance - \$300,000
- Annual Cisco Support - \$105,000
- Local/Long Distance Telecommunications - \$375,000
- Additional Novell Licensing - \$192,000
- Additional Microsoft Licensing - \$340,000
- Network Architectural Upgrade for OMIS, EHR, DR site (includes routers, switches, wiring, servers, etc.) - \$1,556,973



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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 of 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 and functionality is migrated into HCBS.



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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

HCBS Modernization:

- Published Request for Information to determine if there are new products and/or vendors available in the HCBS domain since project conception.
- Developed Request for Proposal (RFP) to procure system implementer.
- Developed strategy to migrate the agencies critical business Access Databases data and reports to existing SQL database and SSRS environment.
- Developed strategy to implement Business Intelligence/Analytics Program using Tableau

Helpdesk/Desktop Support:

- Refreshed 600 Desktops, 30 Laptops, and processed 10527 Help Desk Work Orders.
- Consolidated and refreshed agency Jetpacks (Aircards).
- Continued consolidation and modernizing the DDS Printer fleet.

Network/Server/Security Support:

- Upgraded network core infrastructure in Cheshire and Meriden.
- Implemented VOIP in Willimantic (including cabling to Cat 6).
- Upgraded 17 regional site servers.
- Installed wireless controller in CO and Newington
- Deployed new NAC Appliance Gateway
- Global Security- 'auto disable' process, to inactivate accounts after a defined period of inactivity.

Application and Database Support:

- Application enhancements to support sheltered employment with pre-vocational, billing of respite center attendance, new waivers, billing under HCB waiver where MFP is a secondary waiver, billing of senior Supports (to replace all In-Home DSO placements), and OBRA case notes.
- WebIP6: Phase 1 of the Access DB rewrite to manage consumer services, contracts and payments.
- Automated the provider contract process using BizNet and electronic signature reducing the 3 month contracting process down to 10 days.
- Implemented Med Admin Dbase 2 system replacement with a .NET web application.
- Enhanced Casenotes System to allow sunseting of OBRA nursing Access Database



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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

- Relocate Newington Data Center developer servers to Groton Data Center VM environment.
- Upgrade STS bridged Access Points and switches.
- Upgrade switches at Norwalk, Danbury, Torrington, and Putnam with NAC implementation.
- Wireless AP Deployment in some regional offices including quest kiosk internet access.
- BI Analytics Tableau server implementation in GDC.
- Integrate Level of Need (LON) data with the Agency Emergency Management System using Tableau.
- Agency wide Security Awareness Training.
- WebIP6: Phase 2 (payments) of the Access DB rewrite to manage consumer services, contracts and payments.
- Application enhancements to support Quality Management, Consumer Services, Resource Allocation, and Fiscal Resource Allocation, and Medicaid match interface with DSS.
- Access DB migration to SQL backend, SSRS reporting, and BI Analytics dashboards.
- HIPAA Risk Assessment (funding dependent).
- ELMS electronic Licensing Management Enterprise Solution Project.



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FY 2017 Technology Budget *

Outline a plan for technology spend from all sources:

- Hardware \$1,184,402
- Software \$2,791,179
- Services (consulting) \$1,846,960
- Subscriptions \$0
- Telecom and Data \$ 588,000
- Other \$ 33,900

*Includes HCSB Modernization reflecting FY17 only (Funding: Federal, Appropriated, and Capital Funds-IT Bond) & Operating Expenses (OE)

FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

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



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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. DECD focuses on growing CT's economy by helping businesses grow and succeed, preserving historic assets, revitalizing communities, promoting tourism, and making artistic and cultural experiences widely available to residents and visitors.

Technology Strategy

- DECD has continued to build on the foundation laid out in a LEAN-driven IT Revitalization plan. The 2016 assessment of current and future opportunities for building an effective technology platform and systems environment will enable DECD to efficiently serve its diverse customer base. This comprehensive assessment focused on infrastructure status, client relationship management (CRM) system feasibility, software application lifecycle, and use of CORE. DECD also provides IT support to DOH and an analysis of the impact of DECD's decisions on DOH operations was performed.
- Central to the agency's strategy is the implementation of a CRM system which will give DECD essential capabilities to increase efficiency by automating work processes, enhance customer service, facilitate outreach and perform analyses.
- 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

- KPMG was retained to complete an in-depth assessment of infrastructure status, CRM system feasibility, software application lifecycle and use of CORE was completed and implementation of recommendations is underway.
- DECD has worked closely with BEST to begin migrating data hosting to the BEST Data Center. The Department will benefit from the center's advanced technology and disaster recovery protocols.



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- A CRM system was procured and the procurement process for an implementation partner initiated.



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List of Online Services Available:

- DECD's Office of Tourism launched a new state-of-the-art website, www.CTvisit.com, which makes it easier for visitors and residents and residents alike to learn more about the state's major attractions as well as its hidden gems and to plan their next getaway in a few clicks. The site leverages the latest interactive technologies and is mobile-responsive.
- DECD continues to make information about loan and grant activity available to the public on the open data portal.
- DECD's Arts Catalyze Placemaking (ACP) Program's e-granting e-portal at <https://coa.myreviewroom.com> connects people to the arts across the state.
- DECD's State Historic Preservation Office (SHPO) e-granting e-portal at <https://shpo.myreviewroom.com> administers grants for its Historic Restoration Fund and Sandy Disaster Relief Assistance programs.

List of Online Services Requested by Constituents:

- On-line submission and processing (Small Business Express, URA tax credits) of financial assistance program application.

List of Online Services Planned to be made available:

- DECD will continue participating in upgrades and enhancements to the business e-portal and e-government solutions to streamline access to available state resources and allow for on-line transactions. DECD looks forward to participating in the new CT portal when it is launched.

Planned Applications

- Our progress capitalizing on the opportunities identified in the IT Revitalization plan has created a foundation for DECD to deliver technology systems that will drive efficiencies and improve service delivery to customers.
- To achieve its goals, the agency will continue to implement applications, including a CRM system, and maximize our use of current capabilities including CORE. The next phase of the LEAN-driven IT Revitalization plan will build on our progress to date and include comprehensive document storage and systems integration. During the



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second half of this fiscal year, DECD will be requesting funding for the second plateau of funding on our strategic plan, which will include document management.

FY 2017 Technology Budget

- The Bond Commission approved \$1.6 million for implementation of the first plateau of DECD's IT Revitalization plan (FY 17 planned expenditures appear below.) Below is DECD's IT budget from the General Fund Budget for FY17 (as of 7/30/16).

• Consulting and Data Services	\$ 2,500
• Hardware Maintenance and Support	\$ 1,840
• Software Licenses	\$12,790
• Software Maintenance and Support	\$29,033
• Cellular Communication Services	\$32,122
• Internet Services	\$ 1,238
• Minor Equipment	\$ 9,000
• Training	\$ 6,000

FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- Remaining bond funds, approximately \$432,000 will be utilized for implementation of the CRM system. After Plateau 1 is complete, we anticipate developing a proposal for additional funds to complete Plateau 2 which will include a comprehensive strategy for electronic document storage, integration of the CRM with other systems to increase efficiency, and CRM access for external partners.



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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 on 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. As of July 1st 2016 in conjunction with DAS, OPM and other major State agencies, two official LEAN events have been completed. The first being asset management surplus workflows and associated processes and secondly the fiscal procurement workflows, removal of paper duplication and associated processes.



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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 (Coe) for Criminal Justice, promoting an optimal working relationship and facilitating an alignment of state IT systems imbedded with DESPP and CJIS. In June of 2016 the operational MOU has been signed by all parties and formal work has now begun on the State-wide Criminal Justice CoE.

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). 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

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



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- **DESPP Enterprise SAN Solution (including DR/backup)**
 - Deployed 10Gbps WAN backbone connecting key facilities in Middletown, Hartford and Rocky Hill
 - Migrated CT State Police CAD/RMS and LPR Systems to Enterprise SAN
 - Initial deployment of critical IT equipment monitoring system
- DESPP/CSP Body Worn Camera (BWC) Program
 - Posted minimal technical specifications for BWCs on DESPP Internet site
 - Completed field testing of BWC devices under consideration
- Upgraded 75 CT State Police Cruiser modems on Secure APN from 3G to 4G/LTE (performance improvement and cost savings)
- Configured and tested MDTs, dash cameras, eCitation printers and modems in all newly issued CSP cruisers
- Installed, configured and tested requisite IT equipment in all cruisers assigned to the CSP 125th Training Troop
- Enrolled All DESPP iPhones and iPads in Mobile Device Management (MDM) Platform
- Upgraded CSP Dash Camera Video Recorder Back-end System Software
- Replaced 75 end of life MDTs with new equipment
- 25% of troops upgraded to Photo SmartShot System (FBI standard for mugshot lineups, facial recognition)
- Several forms and reports digitized for use within CAD/RMS system (i.e. Use of force, vehicle pursuits, etc.)
- Deployed web-based interface for online suspicious activity reporting
- Migrated Several DESPP Facilities (including Resident Trooper and covert locations) from T1s to PSDN (cost savings and performance improvements)
- Collaborated with CT Interactive to design, develop and deploy CT Prepares Mobile App for iOS and Android devices at *no cost* to the state (facilitates emergency planning and preparedness for all CT residents and visitors)
- Deployed soft token VPN and remote access apps on CSP command staff iPhones to view CAD/RMS activity

CJIS

Connecticut Information Sharing System (CISS):

- Designed and configured the CISS hardware infrastructure to meet the technical requirements



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- 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

- CISS Release 1 – in Production (Live)
 - Source Systems:
 - Offender Based Information System (OBIS)
 - Paperless Re-Arrest Warrant (PRAWN)
- CISS Release 2 – Early Arrest Notification
 - Systems Testing Completed
 - Started User Acceptance Testing
 - Go Live Date – 8/22/2016
- CISS Release 3 – Search Add'l Sources (CRMVS & POR) & Saved Searches
 - Systems Testing Completed
 - Started User Acceptance Testing
 - Go Live Date – 9/9/2016
- CISS Release 4 – RMS UAR & Misdemeanor Summons Electronic Data
 - Started Development
- CISS Release 5 – Search Additional Source (RMS) & Events
 - Started Development
- CISS Release 6 – Search Additional Sources (CIB, DOC/BOPP CM & DMV)
 - Design Approval Completed
 - Started Development
- CISS Release 7 – Infractions
 - Gap Analysis Completed
- CISS Release 8 – Post Arrest, Arraignment, Post Judgment & Case Setup
 - Requirements Review Completed
 - Started Design
 - Start Development – Starts Mid-August 2016
- CISS Release 9 – Search Sources (SOR, CMIS, MNI/CCH, Weapons & Wanted)



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- Started Data Classification for Wanted File
- Started Requirements for:
 - SOR
 - MNI/CCH
 - CMIS
 - Weapons
 - Wanted – Scheduled for End of August
- CISS Connectivity to RMS Systems:
 - CAD/RMS Systems agreements with CT: CHIEF and ACCUCOM (2 of 12 RMS vendors in CT)
 - Cover roughly 20 of 93 police departments
 - Discussions on contractual agreements with New World and TriTech are continuing
- **PSDN Network Connectivity:**
 - 77 of 93 police departments are connected
 - 3 police departments are scheduled to connect their routers (Meriden, Stonington and East Hampton)
 - 8 police departments have routers on order
 - 5 police departments have not ordered routers
- **Hosting CT: CHIEF Pilot** (CJIS Hosting of centralized RMS system for CRCOG)
 - Wethersfield PD hosting in production with some data 80 data converted
 - CJIS Governing Board approval to expand to additional PDs

EGovernment

LIST OF ONLINE SERVICES CURRENTLY AVAILABLE

- CT Prepares Mobile Application (emergency planning and preparedness for CT citizens and visitors)
- Online Accident Reports (via DocView)
- Online Sex Offender Registry
- Online Forms for Pistol Permit Renewals and Temporary Permits
- Online Suspicious Activity Reporting

LIST OF ONLINE SERVICES REQUESTED BY CONSTITUENTS

- Suspicious Activity Reporting Mobile Application Online Requests for Case Reports



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- Electronic Submission of Crime Analysis Data (Municipal Police to State Police)

LIST OF 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)



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Planned Applications

- Master Name Index/Computerized Criminal History (MNI/CCH) Modernization
- Special Licensing Weapons Registration System (Finalizing RFP proposals)
- Trooper Overtime System Rewrite (Proposed Core-CT Module/DMHAS leading RFP)
- Family Violence Reporting System Application
- Body Worn Camera Evidence Management System

CJIS

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

FY 2017 Technology Budget – Including CJIS

IT Data Service \$45,000

- IT Hardware Lease/Rental \$35,000
- IT Hardware Maintenance and Support \$2,900,00
- IT Software Licenses/Rental \$1,000,000
- IT Software Maintenance and Support \$395,000

CJIS

- CJIS/CISS Operating Expenses \$900k

FY 2017 Technology Major Expenditures

- Replacement of COGENT/AFIS legacy fingerprinting system, \$10M
- CT State Police Body Worn Cameras and Backend System Deployments, \$5M
- Special Licensing and Weapons Registration System Rewrite, \$560K
- DESPP Network Upgrades, \$500K
- Technology for New CT State Police Cruisers:
 - Mobile Video Recorders (MVRs), \$350K
 - Mobile Data Terminals (MDTs) and Docking Stations, \$300K
 - E-Citation and Specialty Vehicle Evidence Printers, \$100K
- DESPP PC Refresh, \$250K
- DESPP Facilities Video Surveillance Upgrades, \$200K



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- DESPP Two-Factor Authentication Solution, \$100K

CJIS

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



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DEPARTMENT OF ENERGY AND ENVIRONMENTAL PROTECTION

Providing Technical Support for:
Connecticut Siting Council and Office of Consumer Counsel

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

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.

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 Department of Energy and Environmental Protection (DEEP) has made significant advances in the implementation of technology over the past year. DEEP has a modern network that reaches our field sites in state park and forests. This network carries data traffic as well as voice (VoIP) for our larger facilities. We are in the final stages of upgrading our VMware virtual desktop infrastructure (VDI) technology supporting over 1000 staff members, this is a transition away from physical desktops. Implementation of this VDI technology, during challenging budget cycles, can have a significant impact to overall costs of each desktop both for capital and operational expenses. DEEP continues to be a state leader in use of Geographic Information Systems (GIS) we have established a publicly-accessible mapping system that contains information for three State Parks



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owned by the agency. This is a pilot project with more information to be added on other Department parcels, and in the future on open space lands held by other state agencies, municipalities, and land conservation organizations. At the Public Utilities Regulatory Authority (PURA), in New Britain, DEEP has implemented state-of-the-art audio/visual technology for public hearings held by the agency. This technology includes an advanced sound system, wireless presentation capabilities, audio broadcast capabilities to the PURA website and hosting connectivity for Connecticut Network (CTN). Soon to be release through our agency website is an application for the public is the Right-to-Know. This application on the department's Internet web site provides notice of unanticipated sewage spills and releases to waters of the state that represents a threat to public health. Municipalities will report their Combined Sewer Overflows (CSO's) through an online webpage. This information would update the required public presentation layer automatically showing the required information based on the information provided by the municipality.

EGovernment

List of Online Services Available:

- 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 into 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 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.

List of 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.



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- Air Quality Monitoring - Browse monitoring data from around CT. This application will create a public online portal to display real-time air quality data.

List of Online Services Planned to be made available:

- The Remediation Division oversees the environmental cleanup of hazardous substances and oil at over 7,000 properties across the state, brownfield cleanup and reuse, and the provision of drinking water to hundreds of residential properties on contaminated wells. The Division's information management project will migrate a complex database for thousands of polluted properties to a secure platform; provide instant intuitive access (for the public, business, and local and state government) to essential site documents, data and status updates; and provide a nimble and efficient business flow for applicants and agency staff saving time and money. Providing the public up-to-date interactive information will allow for quicker business transactions and an increase public awareness of environmental issues.
Another goal is to make both the process of applying for permits and approvals, and the process of the agency's review and approval, lean, fast and efficient thus lowering the cost to citizens, business and government. Speed the feedback of results, trends and environmental impacts, to promote transparency, program efficiency and strategic program development within DEEP, and across state government.
- To fulfill the requirements in Public Act 12-11 "An Act Concerning the Public's Right to Know of a Sewage Spill" DEEP is required to post, on the department's Internet web site, notice of unanticipated sewage spills and waters of the state that have chronic and persistent sewage contamination that represents a threat to public health, as determined by the Commissioner of Energy and Environmental Protection in consultation with the Commissioner of Public Health. Any notice posted pursuant to this subsection may contain the following relevant information as best determined from the reported sewage spill incident: (1) The estimated volume of discharge; (2) the level of treatment of the discharge; (3) the date and time the incident occurred; (4) the location of the discharge; (5) the estimated or actual time the discharge ceased; (6) the geographic area impacted by the discharge; (7) the steps taken to contain the



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discharge; (8) reasonable public health, safety or welfare concerns or environmental concerns; and (9) public safety precautions that should be taken.” To meet this requirement, an interactive webpage will be made available to municipalities to report their CSOs through the DEEP portal. The entry will update the required spatial presentation for the public automatically showing the required information above based on the information provided by the municipal entity.

Planned Applications

- 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

FY 2017 Technology Budget

- Hardware – \$500K
- Software – \$1.0M
- Services - \$1.7M
- Subscriptions \$100K
- Telecom and Data \$200K

FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- Records Management: \$200K
- Data Management: \$100K
- Case Management: \$1.5M
- Technology Refresh: \$200K



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DEPARTMENT OF HOUSING

Mission

To ensure that affordable housing in strong, vibrant, and inclusive communities is accessible to individuals and families across the state and homelessness is a thing of the past, and Connecticut continues to be a great place to live and work, the Department of Housing (DOH) develops and implements strategies to catalyze the creation and preservation of quality, affordable housing and provides centralized leadership for comprehensive and coordinated policies and programs to develop, redevelop, preserve, maintain and improve housing serving very low, low, and moderate income individuals and families.

Technology Strategy

DOH became fully operational upon the commencement of fiscal year 2014. By consolidating the State's many housing programs into a single agency, the State has been able to undertake a more comprehensive and coordinated approach to the expansion of affordable housing opportunities and integrate these efforts with its efforts to reduce and end homelessness. As envisioned in the statute that established DOH, DOH uses the network hardware, software and systems of the Department of Economic and Community Development (DECD) and currently relies on DECD's IT staff for the implementation of its technology strategy, except with respect to its website, which is also maintained by DOH staff, and the CDBG-DR Superstorm Sandy Disaster Relief Program (the Sandy Program), which has its own dedicated IT staff. In FY 16 DECD hired KPMG to conduct an assessment of its technology and systems environment. As part of the assessment, KPMG made recommendations regarding infrastructure, application lifecycle, client relationship management system feasibility and use of CORE. In addition, KPMG provided an assessment of the impact of the decisions the DECD is making on DOH operations. DOH will assess the potential for use of a CRM system based on DECD's experience. DOH envisions a strategy that (i) makes full use of and enhances existing IT resources to efficiently serve those who rely on DOH's programs, (ii) enables DOH to streamline its processes, (iii) facilitates direct engagement with funding applicants and awardees, (iv) provides more extensive information regarding affordable housing needs and resources, and (v) comprehensively tracks the performance of DOH's programmatic investments to guide policy and to ensure the complex reporting and compliance requirements of DOH's federally funded programs are satisfied. 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

DOH administers a wide variety of state and federally funded programs to create and preserve affordable housing, foster community development, and provide housing and support for vulnerable individuals and families who are homeless or at risk of homelessness. Several technology achievements were critical to DOH's mission in FY 16.

- As DOH expanded its staff to fill vacancies and staff the Sandy Team, new staff members and their hardware were integrated within DOH's existing network.
- The Sandy Program continues to develop and enhance the Sandy website offering easy access to vital information to our contractors and the public.
- Created and maintain an electronic database of CDBG-DR documents including application files and project specific information
- DOH increased the depth and functionality of its website.
- The Sandy Program team established a robust system for administering financial assistance in full compliance with the applicable federal and state requirements.
- DOH successfully assumed the administration of the Security Deposit Guaranty (SDG Program) from the Department of Social Services (DSS) and with DSS assistance enabled its third party contractors to obtain the access to HUT, the DSS database necessary to administer the program.
- DOH has continued to work with its homeless service providers to expand the use of HMIS, a collective database for information regarding the individuals and families served through these programs.
- DOH and the Connecticut Housing Finance Authority (CHFA), with which DOH works closely to coordinate financial assistance to affordable housing projects, have continued to improve the functionality and user experience of the consolidated online funding application for most DOH and CHFA competitive multifamily housing funding programs. DOH and CHFA developed a new online application portal using Sharepoint to improve the application experience for funding applicants and transition to an integrated application and back office database system. All Housing development applications are now submitted electronically through the SharePoint portal.

With the help of DECD, the network applications serving DOH were transitioned into a virtualized environment to reduce the need for server hardware resources.



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EGovernment

Online services available:

- With assistance from DAS-BEST, DOH and CHFA created a single consolidated online housing application using the State BIZNET portal for most DOH and CHFA competitive multifamily housing financing programs in early FY 13. In FY16, DOH in conjunction with CHFA replaced the DAS-BEST portal with a cloud based SharePoint application portal. Through this streamlined application submission process, developers and owners of multifamily housing use one application for state capital loans and grants, tax exempt bond and taxable bond financing, tax credit allocations, and other sources of funding. This application system continues to be improved on an ongoing basis and DOH now requires electronic applications for most of its competitive funding rounds.
- The DOH website at www.ct.gov/doh was launched at the beginning of FY 14 to foster its programs and services and to connect with communities and constituents across the state. The website has been expanded and is now the primary tool for communicating announcements, funding opportunities, and other critical news and guidance, and for soliciting inquiries and posting responses.
- DOH had launched a twitter handle (@CTDeptHousing) and is using this in a number of interactive and direct ways. Social media has allowed the Department to respond to inquiries in a more rapid manner, while also delivering our message to a broader audience. We work in collaboration with other state agencies, the Governor, and the Lt. Governor's office in order to better address the housing needs of Connecticut residents.
- The DOH Predevelopment Program Loan Program webpage on the DOH site includes an instructional webinar that outlines the electronic application submission requirements.
- The DOH Opportunity Mapping tool is now available on the DOH website. The map includes information about neighborhood indicators (such as educational attainment levels, homeownership percentages and employment rates) that affect the lives of residents. The purpose of mapping neighborhoods is to assist with identifying areas with high opportunity for residents and evaluating who has access to these areas. Conversely, this mapping can help to better understand where and how to invest resources in our communities to help provide residents a foundation for success.
- CT Housing Search, which provides a searchable database of available affordable housing opportunities in Connecticut, and which all developers that receive funding



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from DOH must use to list their available housing units, is accessible through the DOH website.

- DOH has integrated the resources administered by the Sandy Program team and other DOH disaster relief and recovery news and guidance with CTRecovers, the state’s main portal for disaster relief and recovery: <http://www.ct.gov/ctrecovers/site/default.asp>

Online services requested by constituents:

More open data regarding DOH affordable housing production, which will require a database integrated with the DOH/CHFA electronic consolidation application and the reporting systems required by HUD.

Online services planned:

DOH is currently working with BEST, DECD and KPMG to assess the need for HDS to host its application and alleviate the need for DECD IT staff to maintain this system.

Planned Applications

As DOH continues to bolster the capacity of its IT resources and the functionality of its website, DOH will continue to explore opportunities to improve the efficiency of its programs through information technology enhancements and collaborative efforts that leverage the resources of other state agencies and state organizations. DOH has participated in the assessment for which DECD has engaged KPMG and expects IT investments will be needed.

FY 2017 Technology Budget

Below is DOH’s preliminary plan for technology spending for expected expenditures prior to the implementation of appropriate recommendations from the DECD-led strategic planning process (all sources are included except federal funding exclusively available for the Sandy Program):

Estimated GF Expenditures for FY 16 as of 8/13/2016

IT Software Maintenance & Support	\$ 4,456
IT Software Licenses/Purchases/Rentals	\$ 5,771
IT Hardware Maintenance & Support	\$ 0
IT Consulting Services or Data Services	\$ 500
IT Supplies	\$ 5,801



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TOTAL GF Expenditures	\$16,528
Anticipated FY 17 Capital Equipment Fund Expenditure	\$ 50,000

FY 2017 Technology Major Expenditures

List of planned agency technology expenditures in excess of \$100k

During FY 17 DOH will continue to plan for major multi-year IT investments necessary to its mission in a manner consistent with LEAN. Throughout this effort, DOH expects to coordinate with DECD. In addition, DOH will continue to coordinate closely with CHFA on a web-based application with the potential to interface with various back-office databases for reporting and asset management purposes. Based on the needs that DOH has identified to date, the following investments are expected to require initial investment during FY 17 and are likely, ultimately, to exceed \$100,000:

- Development of a database or other IT solution that is seamlessly compatible with the web-based application portal to be developed during FY 17 and enables DOH to review proposed projects and programs in depth, facilitate required reporting and manage long-term compliance since this will be undertaken in close coordination with CHFA, substantial savings to DOH is expected;
- DOH has retained an outside vendor, HDS, to provide services related to federally funded projects that will need to be assessed as part of an overall IT assessment;
- Development of a new database necessary for the administration of the SDG Program to replace HUT, the database originally programmed by DSS staff approximately 20 years ago that is not expected to be supported by DSS IT staff for the long term; and
- Expansion and upgrading of HMIS to ensure its full usage throughout the coordinated access networks and individual homeless services providers through the state.



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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

- Implemented scanning and use of the TeamMate analysis software package in the Financial Regulation Division.

EGovernment

List of 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.
- Online license verification: This allows verification of the status of a license.



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- 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
- Online license renewal (via the NAIC's NIPR application).

List of Online Services Requested by Constituents:

- Online Complaint Inquiry

List of Online Services Planned to be made available:

- Online External Review
- Online Complaint Inquiry
- Online Company Address Update
- Online Payment Portal

Planned Applications

- Check journaling system

FY 2017 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware \$52,500
- Telecom and Data
 - MAN \$7,500
 - CEN \$5,500
 - Telecomm \$36,000

FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- None



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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
- Cross training, functional area education and staff realignments to reduce single points of failure



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- Document, refine and centrally organize IT Policies and Procedures (e.g., SOPs, Workflows, HW/SW standards, Baseline Configurations, etc.) that are designed to ensure consistency in technology methods and operations

Technology Achievements

- **Secure Transport** – In collaboration with DAS/BEST and an Implementation Partner, completed Phase 1 of a priority infrastructure initiative to enhance the security and confidentiality of file and data transmissions. The centralization of DOL’s data movement processes through the State’s Enterprise Secure Transport Environment provides a cost effective and modern data transportation platform that can be easily maintained with adherence to ongoing security and regulatory requirements. Phase 2 of the project, will include the establishment and expansion of policies for encrypting and decrypting files transmitted and received by DOL through a variety of sources. Estimated annual savings projected at \$150K.

EGovernment

List of Online Services Available (Notated new with *):

- *Launched a new online Web Intake System promoting customer self service capabilities to unemployed individuals allowing them to submit initial claimant data real-time 24 hours a day, 7 days a week, from any location with Internet access. This service model manages the business application on a secure Government Cloud Platform while eliminating significant costs associated with building out technology infrastructure and maintenance peripherals.
- Implementation of a Virtual OneStop through the CTHires Application will deliver workforce development services to individuals 24X7. 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.



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- 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 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.

List of Online Services Requested by Constituents:

- None to report for this Fiscal Year.

List of Online Services Planned to be made available:

- 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. In Phase 2, CTDOL will join the Mississippi-Rhode Island-Maine (MRM) Consortium and begin data migration



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activities. This phase will continue through October 2017. 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 CT DOL legacy data and legacy system retirement. These phases are projected to run from through December 2020.

- **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.
- **CTHires Initiative** – The Agency implemented 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. Final development component scheduled for implementation September 2016.
- **CICS Upgrade** – A complex refresh of the IBM Mainframe Customer Information Control System (CICS) product environment is currently in progress. This system manages online transaction flows and connectivity to the Agency’s mission critical applications. Strategy includes determining impacts, the process details, prerequisites, and tasks. Upgrade is expected to be completed by October 2016.
- **Enterprise Content Management System (ECM)** – The creation of a custom ECM Solution that captures, manages stores and centralizes business information to keep data current, accurate and quality controlled for DOL’s Wage and Workplace Standards Division is underway. The solution will streamline processes that are currently reliant upon a legacy system of paper documents and Access Databases, by digitizing the process and leveraging a case and records management system. Planned implementation date is June 2017.
- **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,



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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 complete and a subsequent phase (RESEA) is planned for September 2016.

FY 2017 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware – \$710K (2016-2017)
- Software – \$698K (2016-2017)
- Telecom and Data - \$85K
- Staff Training - \$135K
- IT Consultant/Vendor Services
 - \$2.2M (UIR Program)
 - \$400K (Vendor Consultation/Support)
 - \$170K (Application/System Programming Support)
 - \$975K (Software Support/Subscription)

FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- HW/SW Maintenance \$1.6M



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DEPARTMENT OF MENTAL HEALTH & ADDICTION SERVICES

Mission

The Connecticut Department of Mental Health and Addiction Services is a health care agency whose mission is to promote the overall health and wellness of persons with behavioral health needs through an integrated network of holistic, comprehensive, effective, and efficient services and supports that foster dignity, respect, and self-sufficiency in those we serve.

Technology Strategy

The mission of the Information Systems Division is to provide quality IT services and solutions, 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

- **Contract Tracking System** – A new system was implemented in November 2015 to streamline the Pre-Authorization process. It significantly reduced the time to process pre-authorizations and allows the Project/Program managers to submit and track their requests online.
- **Transfer List Expansion** – Following the successful implementation of an MHA1 transfer list pilot, the system was expanded to seven (7) new job classes including social workers, nurses and MHA2s in November 2015.
- **HIPAA Risk Assessment** – DMHAS worked with an independent assessor to complete a risk analysis and System Security Plan for the agency. In FY17, the agency will begin the remediation of issues identified in the assessment.
- **Virtual Server Infrastructure** – DMHAS moved 40% of its physical servers to a virtual platform, resulting in decreased hardware costs and improved efficiencies.
- **Hardware Upgrades** – Completed significant hardware upgrades throughout the agency. This includes upgrade or replacement of circuits, switches, voice mail



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systems, Pyxis medication carts, desktops, printers and iPhones at ten (10) DMHAS locations.

- **System Center** – Implemented Microsoft System Center, allowing IT staff to remotely service users, deploy applications, patch servers and workstations and monitor activities.

EGovernment

List of 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.
- **Psychiatric Security Review Board** – The Psychiatric Security Review Board maintains a website detailing the history and mission of the Board; statistics; Board hearing dates and agenda; links to additional resources and documents for community providers available for downloading.

Planned Applications

- **Worker's Compensation System** – DMHAS will be developing a system to maintain and track DMHAS Workers Compensation claims. The new system will streamline the process and create efficiencies, replacing the current manual process with a web-based application.
- **Health Information Technology** – DMHAS will begin the planning and implementation of an electronic medical record.
- **Scheduling System (Connecticut Valley Hospital)** – DMHAS seeks to modernize the current scheduling and timekeeping process beginning with the procurement of a new system at the Connecticut Valley Hospital. They process will then be expanded to DMHAS's other facilities.

FY 2017 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware - \$250K



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- Software - \$1.1M
- Services (consulting) - \$650K
- Subscriptions - \$0
- Telecom and Data - \$150K

FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- **Health Information Technology** – The 2017 expenditures related to this project include consulting services to perform a gap analysis and the initial costs related to the software purchase.
- **Scheduling System (Connecticut Valley Hospital)** – The 2017 expenditures related to this project include software, licenses, equipment and consulting services.



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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. We seek 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.

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

- **Motor Voter** – Working in collaboration with Secretary of State (SOTS), DMV is in the process of implementing (August 8) a tactical solution which includes an automated collection of Voter Registration requests for potential voters.
- **Telecommunication/ Network upgrade** –
 - DMV implemented a new Voice over Internet Protocol (VoIP) phone system, which is part of the State enterprise system.
 - Initiated the process of migrating all agency network connectivity to CT Education Network (CEN) Network to improve Network performance.
 - Installed a network analytics tool (Purview) to proactively monitor network traffic
 - Implemented a Language interpreter service throughout the agency
- **CIVLS** – DMV implemented Phase 2 of CIVLS in August 2015. A variety of online services are now available to the customers and business partners.



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- **Quick Service Center (QSC)** – With the addition of knowledge test being available 2 more languages, DMV continues to improve customer accessibility to the online appointment and knowledge test system.
- **Online services added in this Fiscal year -**
 - License Restoration Fee Payment
 - Emissions Late Fee Payment
- **Commercial Learner Permit (CLP) Final rule Compliance** – 80% of the improvements and changes to the License system have been implemented, allowing us to achieve full compliance with Federal Motor Carrier Safety Administration (FMCSA) regulatory changes.
- **Interface between Mainframe and QSC** – Implemented an automated real time interface to transfer Knowledge test results from QSC to the License system reducing human intervention and errors.

EGovernment

- List of Online Services Available:
 - DMV branch wait times¹
 - Registration renewal¹
 - Registration Cancellation¹
 - Dealer and Leasing Registration Renewal
 - Registration Status Check¹
 - Replacement Plate Requests¹
 - Vanity Plate Requests¹
 - Reprint Registrations¹
 - Check Registration Compliance Issues¹
 - Emissions Late Fee Payment
 - IRP Payments
 - Learner Permit Appointment system¹
 - License Status Check¹
 - License Restoration Fee Payment¹
 - Commercial Driver Self Certification
 - DMV Mobile App for iPhone/iPad and Android Service to allow online dealer license renewal.



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- Access to DMV Forms¹

¹ INCLUDED ON "LIST OF ONLINE SERVICES REQUESTED BY CONSTITUENTS" LAST YEAR

- List of Online Services Available:
 - Ability to schedule service with DMV online in a convenient location.
 - 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 renew license 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 register a new or used car online.
 - Ability to check the status of DMV regulated businesses online
- List of Online Services Planned to be made available:
 - Provide more types of online appointments through QSC.
 - Ability to purchase Driving History
 - Lien Holder information for Towers

Planned Applications

- FMCSA CDL changes – Plan to implement the issuance of Non-Domicile Commercial Driver's license.
- Central Issuance of License credentials – A significant project to centralize the printing and mailing of License credentials is underway. This project will achieve full Real Id Compliance.
- Expanding services at AAA – A project to provide Registration Renewals & CDL renewals in AAA offices is underway
- Transition CIVLS responsibilities from 3M to DMV
- Replace existing call center application with the VoIP call center application which will also include a Customer Relationship Management (CRM) application to streamline and improve customer service. This also includes first phase analysis of Kiosk solutions, web usability and mobile application options.
- Implement 'New Relic' to monitor CIVLS Application performance



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- Implement the use of a Software Asset Management tool
- Implement new insurance compliance solution through MV Solutions.



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FY 2017 Technology Budget

Department of Motor Vehicles Budget Fiscal Year 2017

Account	STF	FEDERAL GRANTS	CVISN BONDING	TECH BONDING	CIVLS FUND	FUND TOTALS
Hardware						\$0
Software	\$885,000					\$885,000
Consulting Services	\$957,600	\$2,671,961	\$2,736,000	\$223,000	\$15,991,000	\$22,579,561
Subscriptions	\$13,450					\$13,450
Telecommunication and Data Services	\$2,300,000					\$2,300,000
Total Funding	\$4,156,050	\$2,671,961	\$2,736,000	\$223,000	\$15,991,000	\$25,778,011

Funding sources extend through multiple fiscal years including fiscal year 2017.

FY 2017 Technology Major Expenditures

DMV expects to process the following purchase orders and expenditures in fiscal year 2017. Where funding allows expenditures will extend beyond fiscal year 2017.

- CIVLS Release 2 & 3 – Estimated expenditure \$15,991,000
- Central Issuance – Estimated expenditure \$800,000.
- FMCSA CDL Improvements – 2,671,961
- Real Time Insurance Verification – Estimated expenditure \$223,000
- CVISN – Commercial Vehicle System Upgrade - Estimated expenditure \$ 2,671,961
- DAS BEST/Telecommunication Services \$2,330,000
- Software renewals, Hardware upgrades and subscriptions \$898,450.
- IT Consultants \$957,600
- VOIP Call Center Application - \$1,800,000 Proposed Bonding



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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>
- Continue to migrate Oracle Databases to MS-SQL and consolidate the database tier on the Microsoft database platform for agency applications. Standardize all DPH agency and section application on a 2 tier.NET application model with data hosted in centralized MS-SQL databases. This will use a Windows Server infrastructure base on VM Ware virtual servers
- Enhance the Meaningful Use Modified Stage 2 Testing Portal to include HL7 version 2.5.1 messages for ORU for electronic laboratory results for attestation with hospital partners and HL7 version 2.5.1 Release 1.4 (Uni-directional) and 1.5 (bi-directional) communications for immunizations using Smartsheet Technology. This tool will manage all the collaboration with external partners and their vendors.
- 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.
- Continue to implement a secure network environment by introducing 802.1x authentication.
- Upgrade desktops platform to Windows 10 and Microsoft Office 2013.
- On-board pilot sites for electronic health records (EHR) in provider offices using major EHR vendors in state with SOAP web services using CDC WDSL.
- Wherever possible deploy electronic data capture technology and allow remote connections so that information can be captured directly and eliminate the need to print paper copies and data enter later.



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Technology Achievements:

- Applicant Background Check Management System (ABCMS) for long-term care providers established pursuant to Section 19a-491c of the General Statutes – which “went live” with nursing home providers in October 2015. The ABCMS represents a cutting edge background check management service in furtherance this state initiative, whereby both the agency and long-term care providers will be able to track the background check status on applicants in “real time”.
- The Facilities Licensing Inspection Section (FLIS) Mobile computing initiative was successfully implemented to establish a framework that allows Complaints related to long term care facilities to be electronically logged and filed directly into the CMS Aspen application and utilize a fillable PDF is online to initiate complaints. All Field Staff in the FLIS Complaints division are equipped with Laptops for field use and Docking stations have replaced all desktop CPU's. Scanners are available at multiple locations for conversion of collected paper work sheets into electronic permanent records. This model will be expanded to other inspection staff sections throughout DPH. This project was made possible by the IT Capital Investment Program.
- CIRT3 3.2 (Immunization registry) went into production in June 2016 on a new supported platform for CORE MAVEN 5.4 upgrade on Oracle 12c database and Windows 2012/JBoss 6.4 application server.
- CT IT worked with CDC PHIN MS Support team utilizing CDC Route-Not-Read (RNR) hub for connecting with all external partners using PHIN MS to CDC RNR hub and one connection from CDC RNR hub to BEST PHIN MS using LDAP lookup for encrypting the data over the internet. CDC PHIN MS support team is working with Yale, Greenway Health, Allscripts, e-Clinical and CHS/NextGen in CT on connectivity test.
- Electronic Laboratory Reporting Pilotfish Interface to accept HL7 v 2.5.1 messages was moved to production for HIV and Hepatitis with 4 hospitals using Cerner's Health Sentry systems
- Electronic Laboratory Reporting has posted on DPH web site CTDPH ELR Registration form for hospital laboratories for Meaningful Use Modified Stage 2
- The Department of Public Health replaced its legacy digital phone system with an enterprise Voice over Internet Protocol (VoIP) system.
- Upgraded DSL with AT&T Switched Ethernet Service (ASE) at twenty three WIC locations allowing the new WIC web-based application to run faster.
- Upgraded approximately 200 DPH users' desktops in the PC refresh initiative.



State of Connecticut

IT Strategic Plan for Fiscal Year 2017

- Implemented a new disk based UDP (Unified Data Protection) backup solution to improve operational efficiency. Connected the DPH computer room to a diesel powered building generator for extended service during power outages
- Data migration from Oracle to MS-SQL databases has been done successfully for the SDWIS program (drinking water).

EGovernment:

List of Online Services Available:

- 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.
- 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.

List of Online Services Requested by Constituents:

- Additional flexibility on e-licensing payment processing and roster import process.

List of Online Services Planned to be made available:

- The state Special Supplemental Nutrition Program for Women, Infants and Children (WIC) is transitioning to an Electronic Benefits Transfer (EBT) system, replacing the paper food checks used at grocery stores with a swipe card similar to a credit or debit card.
- The State of CT Public Health LAB is in the planning effort to develop a secure portal for posting lab test results to Health Providers. This will make Lab results available directly to the requesting physician through a secure internet connection, rather than requiring a printed and mailed paper lab report.

Planned Applications:

- The Vital Records Death registry is in the planning stages of being converted to a Web based stateside portal. This is currently an internal, MS Access Based database. This upgrade will allow external submission and centralized control of death reports to the DPH. Anticipated complementation date will be 1/1/2018.



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- CIRTS Release 3.3 is expected in September 2016 and will address the recommended forecast for vaccines for high risk children and well as new vaccine in addition to standard trade names for vaccines and CDC manufacturer code set.
- CT Immunization Program with IT has requested to become a pilot for a local implementation of Data Quality Assurance tool that has been developed for evaluating the data quality of immunization data to provide feedback to practices using the CIRTS registry.
- 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. This project is being place on hold until the CDC Gap analysis is being complete.
- As of 7/14/2016, CT Immunization Program will partner with American Public Health Laboratories (APHL) to use the APHL Informatics Messaging Services (AIMS) Hub so provider offices with their vendors can use this technology in place of PHIN MS as the transport. This technology will support CT Immunization Local HL7 Guide Version 2.5.1 Release 1.5 for bi-directional communications as well as the SOAP Web Services with CDC WDSL. This implementation is expected to be in place by end of 2016. American Immunization Registry Association(AIRA) will become the pilot partner to connect to their Aggregate Analysis Reporting Tool (AART), which provides a dynamic report for IIS to review the results of this testing project. This project is expected to be complete by December 2016.
- CT SITE has begun the pre-migration tasks to prepare as the next MAVEN based application for the CORE MAVEN 5.4.X upgrade. There is considerable more data in this instance and is expected to take longer than CT EDSS.
- The Connecticut Department of Public Health (“DPH”) is transitioning to a new electronic syndromic surveillance reporting system (“EpiCenter”) from the Hospital Emergency Department Syndromic Surveillance (“HEDSS”) and Hospital Admission Syndromic Surveillance (“HASS”) systems. Health Systems Monitoring, Inc. (“HMS”) is contracted to implement the EpiCenter system.

FY 2017 Technology Budget:

Outline a plan for technology spend from all sources:

- Hardware \$140,000



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- Software \$230,000
- Services (consulting) – approx. 10 IT consultants, all federally funded = \$ 2,120,720/year
- Subscriptions – not applicable
- Telecom and Data \$200,000



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FY 2017 Technology Major Expenditures:

List all planned agency technology expenditures in excess of \$100K:

Data retrieved from OPM Information Technology Project Portfolio list

- WIC Modernization project - \$7,525,687
- WIC EBT Integration program \$1,997,998
- Vital Records Death Registry \$1,685,715
- Virtual Desktop \$ 200,000
- Sexually Transmitted Disease Portal \$ 874,400



State of Connecticut IT Strategic Plan for Fiscal Year 2017

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.

The mission of the State Department on Aging (SDA) 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

DORS and SDA IT infrastructures are reasonably intact to the level that strategies to respond to future programmatic and business needs are being developed. Strategies to merge functions and systems are being employed wherever possible. Emphasis is being placed upon redesigning newly built active directory structures, applications and databases, building network infrastructure to support field offices and to enrich data security. DORS IT also provides information technology and telecommunications support to the Department on Aging (SDA). SDA technology strategies and achievements are included in this summary. The agency recognizes the Software Management Policy provided by DAS/BEST at <http://www.osc.ct.gov/manuals/software/contents.htm>.

Technology Achievements

- DORS-IT took over support of the Department on Aging (SDA) effective October, 2015. In addition to providing complete helpdesk support to SDA central office & multiple field offices, DORS-IT migrated, implemented and maintains file and database servers and network spaces for SDA.
- DORS-IT moved all servers and IT equipment from 25 Sigourney Street to our Windsor office and successfully upgraded outdated data wires in our Windsor office.



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- DORS IT provided complete support, from design to implementation, related to the reconfiguration and relocation of our Middletown and New Haven field offices. DORS IT was also instrumental in the reconfiguration and relocation of two Hartford based field offices into our existing Windsor office, as a cost saving measure.
- DDS IT, a sub-division of DORS-IT, implemented the migration of a legacy vendor letter printing applications to a new Windows Server 2012 and improved two outgoing mail solutions.
- DORS-IT successfully completed the network separation project of all BRS field offices from Department of Social Services network infrastructure. Improved network for all offices, standardized network configurations, like DHCP etc.
- DORS-IT successfully replaced the outdated phone system in our Windsor office to the Enterprise VOIP system, in conjunction with DAS/BEST.
- DORS-IT successfully tested and deployed Surface Pro tablets with Windows 10 Operating System for SDA. DORS-IT was the first agency to encrypt tablets with MS BitLocker using DAS/BEST End Point Encryption console to centrally manage the encrypted device.
- DORS-IT successfully deployed multiple software applications and related services designed to improve efficiency, accuracy, organizing, sharing and accessing information from almost any device and location; i.e., network monitoring tool WhatsUp gold, imaging solution Ghost, Ipswitch for SFTP server etc., developed the Volunteer Program SQL database in back end and converted/rebuilt VB6 BESB Volunteer Program application to function in a .net environment.
- DORS-IT successfully deployed a helpdesk ticketing system – FootPrints, to enhance the level of service provided to end users and increase productivity related to documenting, assigning, completing and tracking IT tasks and services.
- DORS-IT successfully upgraded multiple adaptive software applications for employees and customers with disabilities. DORS-IT also implemented use of a soft phone system, Universal Access Phone Status (UAPS), to work with VOIP telephones for employees with disabilities. DORS – IT upgraded the agency Braille printers to the latest model.
- DDS-IT successfully tested and implemented an upgrade to the State of Connecticut Disability Determination Case Processing System to version 27.0 and refreshed all workstations for their Bureau with HP EliteDesk 800 G1 Business PC's.



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- DORS IT provided complete support associated with implementing the tracker software, a system designed to reduce the time it takes our Vocational Rehabilitation Program to process and track Traditional Reimbursements and Ticket-to-Work payments, for Bureau Education and Services for Blind.
- DORS has completed the vendor selection process for the project related to the implementation of a department-wide integrated Case Management System and received approval from the IT Capital Investment Program for funding.

EGovernment

List of 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
- Intranet for DORS employees to access employment related information.
- Social media websites:
www.facebook.com/BRSJobsCT
www.twitter.com/brsjobsct
www.linkedin.com/pub/brs-ct/85/a23/1b7

List of Online Services Requested by Constituents:

- Ability to apply online for Vocational Rehabilitation Program services

List of Online Services Planned to be made available:

- None specified

Planned Applications

While working on several major projects related to building the Information Technology infrastructure for both agencies, DORS IT is also planning on:

- Conducting intense testing and evaluation of the possibility of eliminating DORS BRS field offices dependency on Citrix.



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- Developing a department-wide integrated Case Management System. Progress toward this goal is contingent upon securing of funding through the Bond Commission and execution of a contract with selected vendor.
- 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.
- Developing a plan for creating new images, implementing deployment strategies to reduce downtime and refreshing all DORS desktops and laptops with Windows 10 OS and latest version of Microsoft Office.
- Developing Agency's business continuity and disaster recovery plan in accordance with agency's COOP plan.

FY 2017 Technology Budget

Outline a plan for technology spend from all sources:

- Software - \$20,000
- HW/SW Maintenance and Support - \$850,000
- Telecommunications - \$385,000
- Case Management System - \$5,564,600 (pending approval from the Bond Commission)

FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- Updating software as needed.
- Monthly vendor costs for existing hardware and software maintenance and support for all programs.
- CT Distance Learning Consortium for distance learning module development and application maintenance.
- Implementation of an integrated department-wide Case Management System – use of IT Capital Investment Program funds, if approved by Bond Commission.



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DEPARTMENT OF REVENUE SERVICES

Mission

The mission of the Department of Revenue Services (DRS) 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

DRS pursues a dynamic information management and communication strategy. Our strategy:

- Supports effective research, planning and resource allocation.
- Accessibly, securely and timely informs and assists taxpayers.
- Prioritizes automation that cuts manual processing.
- Reduces fraud.
- Targets smart collections.
- Enhances communication, training and teamwork for our employees.
- Routinely provides core management analytics, key performance indicators and periodic benchmarking.

At DRS, IT strategy is integral to an overall agency strategic plan that links our resources and activities in terms of people, processes and technologies.

Given high maintenance, extensive end-of-life status, inflexibility without costly reprogramming and lack of efficient integration, our technology strategy necessarily anticipates state capitalization of *near-term transition to a replacement comprehensive tax information management platform*.

Other 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.



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- 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 while improving teamwork and timeliness.
- 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

Updated agency technology achievements include:

- Additional built-in, routine fraud screening and detection.
- Taxpayer Service Center (TSC), our primary taxpayer service automation, upgraded with improved hardware and software.
- Software upgrade from Windows Server 2003 to 2012 and from physical Servers to virtual Servers
- Automated Earned Income Tax (EITC) denial process, including notification and appeals.
- Modification of suspense processing criteria, removal of logic for unused review items and reduced backlogs.
- Application upgrades from version 2003 to 2012: Desktop Authority Trackit and BMC.
- Outlook 2013 s upgraded as part of continuing Microsoft Office suite upgrade.
- Active directory upgrade to 2013 from 2003 as part of server operating systems upgrade.
- Data Center Relocation from 25 Sigourney Street to the state's enterprise data center in Groton.
 - Building the virtual host server farm. 9 Virtual Hosts, 133 Virtual Servers.
 - Installing new SAN and migration of all virtual servers
 - Building high availability switching network.
- Upgraded Lexis/Nexis automated identity validation.
- Updated ITAS notices in preparation of major electronic content management scanning initiative.



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- Developed infrastructure for implementation of a new enterprise content management (ECM) environment (3 virtual hosts, 21 virtual servers and 7 physical servers).
- Participation in new IRS “Security Summit” processor standards, identity protection and anti-fraud initiatives.
- Created interface for new payment lockbox vendor.
- Supported total rebuild of agency intranet site.
- Technical and content support for initial roll out state website and business portal.
- Planning and implementing whole agency relocation.

EGovernment

List of Online Services Available:

- Agency internet website
- Taxpayer Service Center (TSC)
- Self-service payment plan application and approval
- Refund Validation Quiz
- Language translator
- Tax Calculators
- Downloadable Forms
- Publications

List of Online Services Requested by Constituents:

- Electronic filing for real estate conveyance tax
- Improved large data transfer capabilities
- More taxpayer tutorials
- Taxpayer service chat system
- Improved searchability

List of Online Services Planned to be made available:

- Secure email built into Taxpayer Service Center (TSC).



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- Additional tax types to be added to electronic filing.
- Mobile registration and payment capability.
- Self-Service payment plan application and approval for business taxpayers
- Re-design and roll-out of DRS website as part of ct.gov.

Planned Applications

- Development of a business case for the replacement of existing Integrated Tax Application System (ITAS).
- Continue phased implementation of enterprise content management (ECM)
- Launch a collaborative software application tools pilot to facilitate sharing employee knowledge and improved process workflows.
- Pilot new business research tool using K1 data and Lexis/Nexis data.
- Upgrade ITAS and Data Warehouse to latest versions of Oracle software as well as upgrade servers to Oracle Exadata platform.
- Expand use of Revenue Premier’s audit selection tools and other compliance features
- Build fail-over platforms for critical processing systems at state’s Springfield Data Center.
- Build an MEF archive and purge process.
- Tax clearance self- service application.

FY 2017 Technology Budget

Outline a plan for technology spend from all sources:

Hardware

- Additional Storage (for ITAS / Revenue Premier) 324,000
- Desktops (replacements Thin Client) 170,000
- Laptops - normal replacement cycle 28,000
- Tablets 30,000
- Firewall - Sonic - mobility project & beyond 60,000
- Intrusion Detection appliance 24,000
- Additional storage for the backup appliance 45,500



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- Software

Services (consulting)

- Telephony (Dialer agency standards compatibility) 75,000
- Telephony (Transition remotes to LSPs) 75,000
- IT Modernization 2,750,000
- Revenue Solution Inc. 250,000

Subscriptions

- Gartner 34,500

Telecom and Data

- VeraSMART servers 15,000
- UPS Batteries, Norwich Office 5,000
- UPS Batteries, Predictive Dialer 5,000
- Wallboard displays 69,000

Total \$3,960,000

FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- See prior section.



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DEPARTMENT OF SOCIAL SERVICES

Mission

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.
- Moves 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 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

- DSS implemented the Enterprise Master Person Index (EMPI) from NextGate in preparation of the ImpaCT project go live. Currently ahCT is utilizing EMPI in production promoting the exchange of accurate client information across HHS systems.
- Design and development is almost complete in the replacement of the existing Eligibility Management System (EMS) with an Integrated Eligibility System (ImpaCT). The scope includes the following programs: Supplemental Nutrition Assistance



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- Program (SNAP), Temporary Assistance for Needy Families (TANF/TFA), Medicaid, Children's Health Insurance Program (CHIP), State Administered General Assistance (SAGA), Refugee Assistance and other related DSS programs included in the streamlined eligibility determination and case management system. ImpaCT will also interconnect with the existing ahCT, ConneCT, document management, IVR and call enters, and many interfaces with business partners.
- Develop a data repository and created analysis processed of the data provided by eligible providers into the Medical Assistance Provider Incentive Repository System ("MAPIR") for Meaningful Use attestations. Data was included from Social Service case management systems including CLEM and EMS.
 - DSS projects ConneCT, and ImpaCT implemented technological services that BEST transitioned into enterprise services for the State. These services were purchased utilizing HHS 90/10 funding.
 - DSS projects continue to support the BEST Center of Excellence through the purchase of enterprise services and funding of technology resources. 15 resources were supported by DSS funding.
 - BEST, Department of Social Services (DSS), and Access Health CT (AHCT) completed planning to implement a Shared Services capability to improve sustainability, enhance efficiencies, and improve coordination and effectiveness within the State's health and human services (HHS) enterprise.

EGovernment

List of Online Services Available:

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

List of Online Services Requested by Constituents:

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



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List of Online Services Planned to be made available:

- With the implementation of ImpaCT clients will have the option for e-notification when a notice is placed in their MyAccount that allow the client to login and read their notices eliminating paper notices to be mailed.

Planned Applications

- ImpaCT Implementation
 - ImpaCT pilot (Middletown office area) will go live October 2016.
 - Wave 1 (5 offices) and Wave 2 (Remaining offices) are scheduled for later in SFY 2017.
- Medicaid Information Technology Architecture 3.0 Self State-Assessment (MITA SS-A):

The Department's Division of Health Services which manages the State's Medicaid program is conducting a MITA 3.0 SS-A. MITA is a requirement by the Center for Medicaid & Medicare Services (CMS) for states to (1) assess current business processes and technical assets, and (2) generate a five-year roadmap and procurement strategy for a new "modular" Medicaid system. MITA will bring about integrated business and IT transformation across the Medicaid enterprise to improve the administration of the Medicaid program. Based on the assessment and future procurements, the Department is anticipating that the Medicaid systems transition will take place by 2019.
- Child Support System Transition Project:

The Office of Child Support Services (OCSS) is the State's Title IV-D agency which administers child support services in cooperation with the Office of Attorney General, Support Enforcement Services, Family Support Magistrates, and Superior Court Operations. OCSS has been using a nearly 30-year-old green-screen, character-based legacy system. The Department is conducting a feasibility study to understand the various options available and a cost-benefit analysis of those options. The feasibility study, a federally mandated initiative, will guide the future system replacement anticipated in 2017 – 2019.



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- DSS projects continue to support the BEST Center of Excellence through the maintenance of enterprise services and funding of technology resources. 15 resources are currently being supported by DSS funding.
- BEST, Department of Social Services (DSS), and Access Health CT (AHCT) will begin implementing Shared Services capability to improve sustainability, enhance efficiencies, and improve coordination and effectiveness within the State's health and human services (HHS) enterprise.

FY 2017 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware will be procured utilizing OE General Funds and IT Bond Funds depending on the project and phase of the project
- Software will be procured utilizing OE General Funds and IT Bond Funds depending on the project and phase of the project
- Services (consulting) will be procured utilizing OE General Funds and IT Bond Funds depending on the project and phase of the project
- Telecom and Data will be procured utilizing OE General Funds and IT Bond Funds depending on the project and phase of the project
- Technology resources supporting the BEST Center of Excellence are currently supported using IT bond funds during the DDI phase of ImpaCT. Once ImpaCT transitions into the M&O phase of the project funding will transition to OE.

FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- Remaining purchases associated with the ImpaCT project. Remaining items include Business Continuity Equipment for the site in Springfield MA.
- Expenditures to support the Child Support System Transition Project. This project is currently in the planning phase and expenditure projections are currently not available.
- DSS is currently evaluating the potential of building project development infrastructures in the state data center to consolidate multiple development environments hosted by contracted system integrators.



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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

- Successfully replaced the 20-year old cabling on Floors 1, 2 and 3 with no disruption to users. The new cabling in combination with a high speed network backbone has greatly improved the speed and performance required by DOT Engineering and Geospatial applications. The 4th and Ground floor are scheduled for completion during FY17
- Replaced identified aging phone systems at Maintenance Facilities in East Lyme, Meriden, Middletown, Southington, Farmington, Guilford and Old Saybrook. Successfully replaced all seven phone systems with little to no disruption of services to staff.



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- The outdated Synergen Fleet Management System was replaced by AssetWorks which will enable the DOT to become more efficient and cost effective with our vehicles. We are now able to track all functions related to maintenance of equipment, including repair and preventative maintenance (PM) Work orders.
- The outdated SIS System used for bridges was replaced by Inspectech which has greatly enhanced the process used for bridge inspections, design, and analysis of all bridge types on both new and existing structures.
- DOT Technology Services developed a Record Tracking application to efficiently track and retrieve hardcopies of memos, contracts and project information stored in the DOT Records Center located at Pascone Place in Newington.
- DOT Technology Services developed a Consultant Selection Application to electronically maintain a database of all consultant selections for hundreds of DOT Projects.
- DOT Technology Services developed a Work Order application that eliminates paper and electronically tracks work orders submitted by employees to maintenance staff in the Property and Facilities unit.
- Title Six GIS mapping: DOT GIS Staff performed GIS analysis and created 112 maps for the Bureau of Public Transportation to comply with Title 6 Federal reporting requirements.
- DOT Technology Services developed a Payroll Toolkit application for Finance to calculate salary variations when there is a permanent or temporary reassignment of an employee.
- As part of a LEAN Event, DOT Technology Services developed the use of Digital Signatures and associated workflows that had a tremendous efficiency impact for Contracts and Negotiations, Construction Documents and Capital Projects. The use of Digital Signatures will be expanded further throughout the DOT in FY17.
- DOT Technology Services developed a Contract and Negotiation document generator which automatically creates a customized document from a list of contract clauses.
- DOT Technology Services developed a Performance Measure application for Policy and Planning which provides a database for data from different sources that can be uploaded to a DOT Performance Measures Dashboard that automates the calculation of the data. (<http://www.ct.gov/dot/cwp/view.asp?a=3815&q=448402>).
- DOT Technology Services developed the OSTA 85% application which has eliminated the use of paper by the Office of State Traffic Administration when collecting and calculating the average speed of traffic on Connecticut roadways. The application integrates the data with GIS mapping.
- E-Construction is a federal initiative to eliminate the use of paper by construction field personnel via the use of mobile devices such as tablets. DOT IT staff has



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deployed more than 60 Windows tablets to Construction staff with connectivity to DOT applications for increased efficiency and productivity with more deployments planned for FY17.

- DOT IT GIS staff developed the Advanced Traffic Management System for Highway Operations on the ESRI GIS platform. The application assists with “Call Before You Dig” as well as with Rights of Way, Traffic Signal locations and much more. The application is used daily by Operations staff.
- The DOT successfully migrated the Oversize/ Overweight Permitting application to a web based hosted cloud solution that has resulted in the elimination of all technical hardware related issues that were being experienced by OS/OW Permits and a significant increase in speed and performance of the application. This has resulted in greater efficiency and productivity of the Permitting staff.

EGovernment

List of Online Services Available:

- CVISN Oversize/Overweight Online Permitting System

List of Online Services Planned to be made available:

- Online permitting for Encroachment Permits
- Online permitting for Livery Permits

Planned Applications

- Transportation Project Management Information System: The DOT will be developing and implementing a comprehensive enterprise wide project management solution specifically designed for transportation to aid in the efficient delivery of its capital program that averages 500 to 700 active projects. The solution will provide the Department with innovative project management procedures that work in conjunction with a digital Project Management and Information System (PMIS) utilizing Microsoft Commercial Off The Shelf Software (MCOTS).
- TAM Software: 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.
- GIS App for Tracking Fuel Stations is currently in development by GIS staff and will provide a mapped base solution to the location of all DOT fuel stations across the



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state and will be able to show not only the exact location but also the level of fuel in each of the multiple tasks housed at each location.



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FY 2017 Technology Budget

The detailed plan for preapproval of Operating Expenses has been provided in a separate attached spreadsheet entitled "FY17 IT OE Budget". This spreadsheet contains the detailed spending plan for 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 by BEST via the LEAN Procurement Initiative.

The detailed spending plan for Hardware will also be provided in a separate spreadsheet entitled "FY17 Equipment Budget". However, the IT Hardware Budget plan has not yet completed the final approval process by the DOT at this time. Once the appropriate DOT approvals have been confirmed we will submit the Equipment budget separately for preapproval by BEST via the LEAN Procurement Initiative.

FY 2017 Technology Major Expenditures

- Transportation Project Management Information System
- Transportation Asset Management Software



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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 Facility, residential facility, and rehabilitative services/programs at the DVA center 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 medical records electronically (EMR)
- 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.

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

- New fiber runs were completed on the Rocky Hill campus allowing connectivity to the MAN. This increased network speed from 20mg to 100mg while decreasing the monthly connectivity charge.
- The Veterans Express Bus was outfitted with mobile capability; cell phones, hotspots and laptops to better serve the veterans of the State of CT.
- The Electronic Medical Records System is now running modules in production, parallel with the legacy Patient Care System.



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- The IT Security Awareness Training was kicked off this year which will meet regulatory compliance for the agency along with giving employees a better idea of the prevalent attack vectors.
- The DVA website has been modernized providing a more user friendly environment.
- File and print services have been migrated to the enterprise solutions reducing operating expenses and the environmental footprint.
- Donations are now being accepted electronically.
- A KIOSK has been installed at the Middletown cemetery to provide gravesite location information for visitors.

EGovernment

List of Online Services Available:

- Donations are now accepted electronically.

List of Online Services Requested by Constituents:

- Wartime Service Medals Application
- Admissions Form
- Veterans Business Certification

List of Online Services Planned to be made available:

- Wartime Service Medals Applications
- Admissions Form
- Veterans Business Certification
-

Planned Applications

- The Electronic Medical Records solution is planned to be fully deployed by the 3rd quarter of FY17 with full decommissioning of the legacy PCS/PBS system by the 4th quarter of FY17. The Pharmacy solution is currently being deployed and expected to be in full production in the 3rd quarter.

FY 2017 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware – An assessment is underway to identify the needs to upgrade the Wireless access on campus.



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- Software – The Microsoft Enterprise Agreement is providing OS and MS Office upgrade flexibility and core client access for Share point.
- Services (consulting) – Funding for a FT project manager has been secured to finalized the EMR deployment and PCS/PBS decommissioning. Subscriptions – The Microsoft Enterprise Agreement will allow DVA to meet regulatory compliance, provide monitoring and security.
- Telecom and Data – Assessment of legacy data is necessary to determine storage and access needs.

FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- Expand and upgrade the wireless technology on campus
- Microsoft Enterprise Architecture



State of Connecticut IT Strategic Plan for Fiscal Year 2017

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 internal and external SharePoint sites for Capitol Murder investigations and appeals.
- 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, the Service Level Agreement, and the Project Plan.
- Developed and deployed a Warrants tracking database for the New Haven Judicial District
- Upgraded the DCJ infrastructure including Operating Systems, Databases, and Applications
- Participated in statewide initiatives including the CJIS CISS system development and the development of Body Worn Cameras standards for the State of Connecticut.



State of Connecticut IT Strategic Plan for Fiscal Year 2017

EGovernment

List of Online Services Available:

- 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 is about to implement a new Case Management System. This 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.
- Implementation of Active Directory Federated Services so that we can efficiently communicate with Judicial and the CJIS systems.

FY 2017 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware \$400,000
- Software \$315,000
- Services (consulting) \$83,000
- Subscriptions --
- Telecom and Data \$10,000

FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- Hardware \$1,450,000
- Software \$1,500,000



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- Services (consulting) \$850,000
- Telecom and Data \$40,000



State of Connecticut IT Strategic Plan for Fiscal Year 2017

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.

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

- Healthcare Advocacy database re-write integration into LawBase completed 4th Quarter
- Outlook integration with WorkSite for email/attachments/documents management tied to LawBase the agency's Case Management System.
- Daily support of Agency Systems with 100% up time during business hours.
- Launched Internal intranet for employees, called AGNET. This provides a central location for forms, blogs, training and notices.



State of Connecticut IT Strategic Plan for Fiscal Year 2017

EGovernment

List of 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

List of Online Services Requested by Constituents:

- On-line complaint form instead of the fillable PDF

List of Online Services Planned to be made available:

- Online web-based complaint form to import directly to LawBase

Planned Applications

- Online web-based complaint form to import directly to LawBase

FY 2017 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware \$30,000
- Software \$25,000
- Services (consulting) N/A
- Subscriptions \$130,000
- Telecom and Data \$30,000

FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- None



State of Connecticut IT Strategic Plan for Fiscal Year 2017

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

1. Implemented the CT Lean mobile technology grant to access agency case manager from the field [refresh 1 encryption server, gain VPN access, add hardened laptops].
2. Refresh three agency servers at the end of useful life and no longer supported by the manufacturer.
3. Ongoing modifications to the Quincy Technology case manager database system.
4. Added two additional wall mounted PC workstations in the autopsy suite to match the exact number of autopsy tables available [and used] by the medical staff.



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5. Added a new DAS contract for medical tele recorder transcription services in which IT Analyst set up new audio cases as outgoing files and receipt of Word files back to automated location [protected electronic folder].

EGovernment

List of Online Services Available:

- None

List of Online Services Requested by Constituents:

- On-line payment for fees (including medical reports and autopsy fees) and services.

List of Online Services Planned to be made available:

- Will work with Core-CT to pursue on-line payment for fees and services

Planned Applications

- Continuing to migrate Windows Server 2003 to Windows Server 2012
- Adding WIFI access points in the agency building to increase data access in a hardened cement building to add 1 1st floor computer access station in the garage area for intake/release of bodies as documented in agency case manager
- Continue to test Windows 10 or greater templates and vendor improved forms to be transmitted/shared/attached to case manager

FY 2017 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware desktop refresh \$8,400, Videoconferencing system \$2,000, Case Manager tracking monitors (3) \$4,500, CT Lean request server \$14,000, CEPF server \$15,200, Quincy hardware & scanners \$50,000
- Software license rental and maintenance support \$52,972.18; CT Lean Quincy upgrade \$39,900
- Services (consulting) data services CT Lean \$129,173
- Subscriptions
- Telecom and Data = Data \$10,056, Cell \$8,588, and Telecommunications \$13,615

FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:



State of Connecticut

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- Depending on the CT Lean Medical Records grant request approval this fall, the agency may expend funds close to \$100, 000. The specific plan will depend on how the agency request is proceeds through the process and if/when the funds were to be made available.



State of Connecticut IT Strategic Plan for Fiscal Year 2017

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 the development of a new ECIS for the Office of Early Childhood by combining or developing several transactional data modules into a holistic system which includes a Data Warehouse and Business Intelligence System and, eventually, a Quality Rating Improvement System (QRIS). The goal is to be able to link data across children, settings, and personnel participating in publicly funded early childhood programs. ECIS will help ensure that complete and unduplicated data is collected, linked to, and coordinated with other child data in other state agencies, so that quality assessments and longitudinal analyses of early care and education programs can be performed and student progress can be monitored.

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

- Continue to work on the development of the Early Childhood Information System (ECIS) in partnership with SDE.
- Phase 1 of the ECIS (the Early Care and Education module) was put into production.
- Completed the planning of the software upgrade for the Care 4 Kids Child Care Management Information System (CCMIS). Submitted a request for funding for this initiative through the Information Technology Capitol Investment Program.



State of Connecticut

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- Completed 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.

EGovernment

List of Online Services Available:

Early Care and Education

Care for Kids (managed by United Way of CT)

- On-line forms
- On-line applications
- On-line redeterminations
- On-line electronic payment registration
- Electronic invoices for providers

State Pre-K and Child Development Centers

- Enrollment through ECIS

211 Child Care (managed by United Way of CT)

- Child Care Provider look-up

Quality Improvement Division

Workforce Registry

- 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

Quality Improvement Training and TA System (managed by United Way of CT)

- On-line training registration

Family Support Division

- On-line forms for Birth to Three



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- On-line applications for Birth to Three
- Reporting of service plans and monthly services for Birth to Three
- Service provider reporting for registered providers (Home Visiting Programs)
- Training registration (Home Visiting Programs)

Licensing Division

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

List of Online Services Requested by Constituents:

Early Care and Education Division

Care for Kids

On-line application tracking

Licensing Division

Child Care and Youth Camp License renewal

List of Online Services Planned to be made available:

Early Care and Education Division

Care for Kids

Electronic invoices for providers

State Pre-K and Child Development Centers

- Monthly Attendance
- Parent Fee calculator

Planned Applications

- The design and implementation of a statewide Early Childhood Information System in partnership with the State Department of Education.
- Software upgrade of the Care 4 Kids Child Care Management Information System (CCMIS).
- Migration of the Birth to Three Transactional Data System software from a BEST managed environment for DDS to a BEST managed environment for OEC/SDE.



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- New Workforce Registry managed by OEC/SDE.
- Home Visiting transactional data system module of ECIS.

FY 2017 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware - \$0
- Software - \$1,277,122 (For software licenses & maintenance and support)
- Services (consulting) - \$1,750,000 (For ECIS project)
- Subscriptions - \$7588 (For program staff)
- Telecom and Data - \$0

FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- The design and implementation of a statewide Early Childhood Information System in partnership with the State Department of Education.
- Software upgrade of the Care 4 Kids Child Care Management Information System (CCMIS).



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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.

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>.

Technology Achievements

Server and tape drive replacement to maintain information technology infrastructure and ensure data backup.

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.



State of Connecticut

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- Postsecondary Career Schools Enrollment and Completions – online enrollment and completion reporting.
- Roberta B. Willis Scholarship Application – online input of student information by high school guidance counselors.
- Alternate Route to Certification Application – allows potential applicants 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.

List of Online Services Requested by Constituents:

- All the above.

List of Online Services Planned to be made available:

- 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.



State of Connecticut

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FY 2017 Technology Budget

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 2017 Technology Major Expenditures

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



State of Connecticut

IT Strategic Plan for Fiscal Year 2017

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.
- 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

- Completed virtualized server environment and migration to Windows Server 2012 R2
- Upgraded SQL Server databases to Version 2014
- Developed a superior ESI alternative for FOI requests and legal holds
- Deployed advanced Group Policy objects to begin a virtual desktop pilot throughout the agency
- Completed installation of new VoIP desk phones for entire agency



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EGovernment

List of 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 126 sub-recipient grant awards across 11 separate Federal Programs under active management in the Grantium GMS. The total value of the grant projects under management is approximately \$10.3 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.
- Universal Chart of Accounts (UCOA) - The State of CT made available to the public in April of 2016, the Municipal Benchmarking Website. The information provided on the website resulted from the collection of municipal financial data and cross-walking that data through use of a mapping tool, to the State developed UCOA for municipalities. Municipalities are now able to compare their benchmarks against other municipalities, understanding that the benchmarked data would provide a level of consistency from one municipality to another.
- BI STARS (Business Intelligence - State Analytical Reporting System) - The system provides the State with advanced analytical and reporting capabilities for human resources/financial management and will enhance decision making. The goal is for STARS to become the statewide data repository for human resources and financial data.

Planned Applications

- OPM will be piloting the centralization of certain grants management functions due to reductions in OPM’s operating budget and the inability to refill positions. Some level of automation will be implemented until such time as we can assess the Core-CT product offering.



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- The Office of Finance is planning upgrades to Core-CT in FY2018 that will streamline the business processes for health and human services through Purchase of Service (POS) contracts with community-based providers. In fiscal year 2016, 14 agencies have approximately 1,500 contracts involving about 900 providers and \$1.8 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. As part of this upgrade, OPM will oversee the development and replacement of the current PSA/POS application. The PSA/POS system facilitates a workflow mechanism which enables OPM to grant permission for agencies to enter into contracts with outside service providers. The current PSA/POS system is a standalone web application that was developed over 12 years ago and will be retired upon the conclusion of this system upgrade.

FY 2017 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware (CEPF) –
 - Network storage upgrade needed to develop and implement business continuity plan (approximately \$55,000). This project was approved last year, but funding has just become available this year for implementation.
 - New server to be deployed for better redundancy, load balancing and network management capabilities (\$14,275)
- Software –GoToMyPC and GoToMeeting renewals (approximately \$11,000)
- Services (consulting) –
 - Continue with third party hosting provider for our mission critical applications. (approximately \$50,000)
 - BI STARS consultants to integrate budget tracking in STARS, upgrade to support CORE-CT Financial 9.2 and a rollout of Project Costing and Inventory Analytics (approximately \$2,000,000).
- Subscriptions - not applicable



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- Telecom and Data – The new VoIP phone system will cost approximately \$18,000 per year, which is six times the annual cost of the former system. The new phone system is less intuitive and we have lost some of the critical functionality that the old system used to provide.

FY2017 Technology Major Expenditures

n/a



State of Connecticut IT Strategic Plan for Fiscal Year 2017

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

In support of our mission, the Office of the Secretary of the State has focused its technology strategy in 3 areas: 1) providing our constituency with useful, reliable and user friendly online services; 2) enhancing transparency by providing easy and timely access to agency information and services; 3) improving the efficiency and accuracy of internal processes.

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 April, 2016 the agency launched its new Election Management System (EMS). The system provides comprehensive back office functions for elections officials, but its most notable feature is real time electronic reporting of results, including a public facing results web site. The launch was very successful, and 104 towns utilized the system during the 2016 Presidential Preference Primary. The system will be used by all towns for the November General Election.



State of Connecticut

IT Strategic Plan for Fiscal Year 2017

Additional online functions were added to the CONCORD business registration system during 2016. Customers may now file business formation documents online for most entity types. This new service is more convenient for the customer, as well as reducing the turnaround time for formations.

A new online Public Meetings Notice Calendar System that displays state agencies' public meetings in one, centralized location was rolled out in July. The agency developed the Public Meeting Notice Calendar in partnership with Connecticut Interactive (CI) as part of the state's digital government initiative.

New memory cards for the election tabulators were purchased and deployed to all of the towns. The new cards, which are battery-less, replaced cards that had an internal battery that failed regularly.

The office successfully issued ITB and awarded a contract for a turnkey ballot marking system for the disabled. The system will be rolled out for the November 2016 general election.

Audit Station Project (high speed scanners) development and testing have been completed. The hardware will be ordered in July, and a pilot of the system will be performed after the November 2016 general election.

EGovernment

List of Online Services Available:

- Election Management System / Election Night Reporting (2016)

- Online Public Meeting Notice Calendar System (2016)

- Online Business Formations for Domestic (LLCs, Corps) and Foreign (LLCs, LLPs, Corps) (2016)

- Partnership with CT Data Collaborative to use web-based data visualization tools to interpret raw data about Connecticut businesses (2016)

- Online voter registration and mobile app

- Online voter and polling location lookup tool

- Centralized Voter Registration System

- Online filing of annual reports for business entities

- Online certificate of good standing

- Amending existing business entities

- Submission of UCC filings



State of Connecticut IT Strategic Plan for Fiscal Year 2017

- E-Regs: centralized state regulations creation and publication
- Online State Register & Manual (“Blue Book”)
- Business start-up tool for LLCs

List of Online Services Requested by Constituents:

- 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

List of Online Services Planned to be made available:

- Expand business start-up tool and customize for other types of business entities
- Expand the use of mobile device applications to support existing online services

Planned Applications

- Migration of agency applications off the mainframe to a server environment (CONCORD, CVRS)
- Implement Electronic poll books
- Migration of the SOTS web site to ct.gov portal

FY 2017 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware \$563,004 includes maintenance
- Software \$556,728 includes maintenance
- Services (consulting) \$1,689,663.94
- Subscriptions \$26,770
- Telecom and Data \$593,500

FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- Migration of agency applications off the mainframe to a server environment (CONCORD, CVRS)



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- Maintenance of CONCORD (business registration application)
- Maintenance of CVRS (centralized voter registration system)
- Maintenance of E-Regs system
- Electronic poll books (bonding project)
- Turnkey ballot marking system for the disabled (bonding project)
- Audit Stations (High speed scanners) (bonding project)



State of Connecticut IT Strategic Plan for Fiscal Year 2017

OFFICE OF THE STATE COMPTROLLER

Mission

To provide accounting and financial services, to administer employee benefits, to develop accounting policy and exercise accounting oversight, and to prepare financial reports for state, federal and municipal governments and the public.

The State Comptroller adjusts and prepares all accounting statements relating to the financial condition of the state and/or settles all demands against the state not first adjusted and settled by the General Assembly. OSC utilizes the Core-CT computerized system to provide for the budgetary and financial reporting needs of the executive branch; to pay all wages and salaries of state employees; and to administer miscellaneous appropriations including the procurement of medical, dental and pharmacy benefits.

Technology Strategy

OSC has standardized its enterprise systems on Oracle's PeopleSoft ERP applications. This approach consists of two primary infrastructure components. At the database tier OSC utilizes Oracle Exadata Database machines to create highly available multi-node clusters. The application and presentation tiers are virtualized and hosted with VMware VSphere technologies running Linux virtual machines. This strategy allows OSC to build and deploy reliable and cost effective solutions, based on industry standards, to meet the office's evolving technology needs. 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 Core-CT HCM system from version 9.1 to version 9.2
- Implemented PeopleSoft Customer Relationship Management (CRM)
- Completed phase 1 of a 4 phase project to implement PeopleSoft Pension Administration.



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EGovernment

List of Online Services Available:

- OpenConnecticut, a central hub for all of the state's financial data and reports that had historically been scattered across agencies and websites. Since launching the site, Connecticut has improved its grade in financial transparency from a B- to an A+ this year in U.S. PIRG's annual "Follow the Money" financial transparency survey. This year's report declared Connecticut one of the top five leading states with the most comprehensive transparency websites.

List of Online Services Requested by Constituents:

- N/A

List of Online Services Planned to be made available:

- Enhancements to OpenConnecticut

Planned Applications

- UConn HMC implementation into Core-CT
- Phases 2 through 4 of the PeopleSoft Pension Administration implementation project

FY 2017 Technology Budget

Outline a plan for technology spend from all sources:

- Software and Hardware Maintenance \$4.5M
- Services (consulting) \$15M

FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- Software and Hardware Maintenance
- Consulting Services



State of Connecticut IT Strategic Plan for Fiscal Year 2017

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 reliable cost effective combination of staff, vendors, systems, equipment and software to support the Treasury responsibilities.
- Provide adequate training for the Treasury information technology staff on all systems.

Technology Strategy

Strive to support the Treasury divisions with systems and tools that deliver services and information to support the Treasury, the state and constituents through professional IT staff using cost-effective reliable, innovative technologies. This is 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 eliminating unnecessary duplication and reducing costs.
- Updating or replacing old hardware and legacy programs as needed
- Working with BEST on innovative solutions
- Working with third party sources that can provide efficient, cost-effective services.

Technology Achievements

- In Fiscal Year 2016, the Pension Funds Management and IT staffs worked together with Bank of New York-Mellon to begin implementing new custodial software systems.
- The Second Injury Fund Claims Process and Reporting System has been rewritten from Visual FoxPro into .Net and is now operational.
- Treasury staff and CORE CT have been working on several projects. The Treasury has legacy in-house financial programs and a turn-key accounting package. Treasury staff and members of the CORE CT financial team have been working on how to integrate these programs into CORE.



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- For over 20 years the Office of the Treasurer has had a disaster recovery agreement with the Connecticut Agricultural Experiment Station for offsite Treasury disaster recovery (DR). The agreement allows storage of DR equipment and use of some floor space and IT services if needed. The Treasury is now in the process of moving some of the DR requirements away from the Agricultural Station to BEST's new Groton data center. Some file backups to Groton are now in use with more planned in the near future.
- The Clean Water Fund data server supported by the Treasury IT staff for a number of years has been moved to DEEP and replaced with a VMWare server.
- The Cash Management division continues to improve banking services for the Treasury, Office of the Comptroller and other state agencies, including the implementation of:
 - Remote check deposit technology at individual agencies to speed deposits and reduce banking fees
 - Payee positive pay services to protect against check fraud.
- The daily Cash Management operational system tools were rewritten in .Net from Visual FoxPro and are now operational.

EGovernment

- *Office of the Treasurer's Web Site* – The Treasurer's website has a wealth of information posted for citizens, businesses, Connecticut government, and towns.
- *The Big List* - In Connecticut, the Treasury collects and safeguards money and other valuables which have been unclaimed for specific periods 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 a website that provides the interface where people can retrieve the lost property. It is managed by a third-party vendor.
- *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. Created in 1972, STIF serves as an investment vehicle for the operating cash of the Treasury, state agencies and authorities, municipalities, and other political subdivisions of the State. STIF Express gives on line access to customer accounts.
- *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. The program manager is



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TIAA Tuition Financing Inc., which maintains a website, www.aboutchet.com. CHET also includes CHET Baby Scholars and CHET *Advance* Scholarship, each with unique webpages managed by TIAA Tuition Financing Inc.

- *BuyCTBonds* is a Treasury 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.) and 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 as well as other legal and compliance documents, available in the Doing Business section of the Treasury website.
- *Financial Education*: Treasurer Denise L. Nappier has served as a catalyst and an effective advocate for financial literacy across the state. She has developed initiatives that provide economic opportunities for Connecticut citizens through asset- building programs and financial education. A major goal of the effort is to ensure the accessibility of these programs to youth, adults across the generations and underserved populations in the state. The Treasury offers a wide range of financial education information on its website.
- *The Second Injury Fund* – The Second Injury Fund has two websites that provide various documents and collects data to manage funds collected from all Connecticut businesses which then cover the worker compensation costs for services detailed in Public Act 95-277.

ONLINE SERVICES REQUESTED BY CONSTITUENTS

- Investor services for financial advisors, underwriters and bond counsels.

Planned Applications

- Update legacy programs.
- Continue to improve disaster recovery services with BEST
- Improve the new Second Injury Fund Client Processing and Reporting system linkages to CORE-CT.
- BEST SharePoint services
- Implement Content Management System for the website



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- Implement new debt investor services website
- Cash Management PeopleSoft module for CORE-CT.

FY17 Technology Budget for OTT

- Hardware- Twenty percent of the IT equipment will be replaced.
- Software – Upgrading Microsoft and any additional required software.
- Services for consulting - Hardware replacement contract with System Maintenance Services, and software consulting for new applications.

FY17 Technology Major Expenditures by OTT

The major projects that are planned to start in Fiscal Year 2017.

- Debt Management System Upgrade
- Phone and network equipment upgrade
- Equipment for BEST to improve Treasury disaster recovery



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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

- Migration of half of agency to the state enterprise VoIP phone system

EGovernment

List of Online Services Available:

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

List of Online Services Requested by Constituents:

- Ability to query claims status and dockets online

List of Online Services Planned to be made available:

- None planned for this FY

Planned Applications



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- eCourt case management system

FY 2017 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware \$41,000
- Software \$47,000
- Services (consulting) \$125,000
- Subscriptions \$0
- Telecom and Data \$110,000

FY 2017 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- Migration to a COTS case management system to replace the existing custom written Workers' Compensation System (WCS). Exact cost is unknown.