



The State of Connecticut Information and Telecommunications Strategic Plan

October 1, 2013

Pursuant to C.G.S. § 4d-7, 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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Introduction

The State of Connecticut has made tremendous strides over the past year in its efforts to utilize technology for greater efficiency in the delivery of its mission. Some of the highlights of the last twelve months include:

- The Department of Social Services launched a new client facing program called ConneCT that streamlines citizen access to benefit status and reduces application backlogs by creating electronic case files.
- On the date of submission of this report, the quasi-public agency AccessHealth CT will unveil the new health insurance exchange to bring lower cost health care options to our citizens through an on-line portal. The Department of Social Services, Office of Policy and Management and Department of Administrative Services were key collaborators on this effort.
- The Department of Economic and Community Development launched several new, online resources to help businesses and entrepreneurs locate information and resources in the state.
- The State Department of Education piloted online testing in schools and provided access on-line to the Algebra 1 Core Curriculum.
- The State's financial and human resource systems were upgraded by the Office of the State Comptroller to bring new capabilities to the state. All employees now have access to on-line pay stubs instead of incurring costs for printing and distribution of paper stubs.
- The Department of Energy and Environmental Protection launched a new online permitting capability with the launch of the Underground Storage Tank application.
- The State completed an 8,880 mile fiber-optic network build project that brings high-speed networking to all corners of the state through cooperation with the Department of Emergency Services and Public Protection, Administrative Services, OPM and the Connecticut Education Network.
- Implemented a new inmate telephone system within the Department of Correction that saved significant money for both the State and the families of those incarcerated.
- A new "call-back" feature was implemented within the Department of Labor that enabled 74% of the callers to not have to wait on the phone for a customer service representative.
- The Department of Motor Vehicles implemented an on-line appointment and scheduling tool that reduces waiting in branch locations.



- The Office of Policy and Management operationalized the new Enterprise IT Capital Investment Fund to prioritize statewide IT investments, optimize operational savings and encourage reusable solutions.
- The Department of Revenue Services implemented a refund validation program to identify and reduce instances of potential fraud.
- Tablets were deployed by the Department of Transportation in a pilot program to bring efficiencies to the bridge inspection process.
- All executive branch agencies were trained in detecting and preventing cyber attacks via online training sponsored and provided by the Department of Administrative Services.
- The Connecticut General Assembly passed legislation to clarify the oversight of technology strategy and to put a special emphasis on electronic government initiatives.

Each of these milestones marks an additional step forward in the modernization of the State through the use of technology. While much has been done, even more remains. We can and we must do more to provide government services that are:

- Accessible to our citizens, when they need them;
- Efficient in the sharing of data and business processes across agency lines;
- Cost efficient so that investments in technology generate savings in our service delivery and do not create burdensome operational and maintenance needs; and
- Transparent to our citizens, businesses, legislators and agencies.

The remainder of this strategy document describes the plans of the State and its agencies over the next fiscal year to break down barriers to efficiency and build new, shared, efficient systems.



Statutory Basis

Connecticut General Statutes (CGS § 4d-7) 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;
- A direction for the collection, storage, management and use of information by State agencies in an efficient manner;
- A comprehensive information policy for State agencies that clearly articulates the State's commitment to the sharing of its information resources, the relationship of such resources to library and other information resources in the State, and a philosophy of equal access to information;
- 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:

- Establishment of guidelines and standards for the architecture for information and telecommunication systems which support State agencies;
- Plans for a cost-effective State-wide telecommunication network to support State agencies;
- A level of IT planning for all State agencies and operations throughout the State that will ensure the effective and efficient utilization and access to the IT resources; such as
 - An inventory of existing on-line public agency data bases which contain information subject to disclosure under the Freedom of Information Act;
 - A list of data bases for which such access could be provided, including data bases containing consumer, business and health and human services program information;



- Provisions addressing the feasibility and cost of providing such access,
- provisions for a public-private partnership in providing such on-line access;
- Provisions to enable citizens to communicate with State agencies by electronic mail;
- Identification of annual expenditures and major capital commitments for information and telecommunication systems;
- A direction and policy planning pertaining to the infusion of new technology for such systems for State agencies; and
- A listing of all technology projects on which the agency is working or that the department plans to undertake.

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

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

Standards and Guidelines

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

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

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

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

Enterprise Initiatives

E-Government

During the past legislative session, final changes were made to authorize the use of a “self-funded” model to improve citizen and business access to on-line government services. In the past year an RFP has been produced and the State is in the final stages of negotiations to bring this ability to the State. State agencies have been requested to provide information on on-line transactions within their agency technology reports. Finally, the Information and Telecommunications Executive Steering Committee was reconfigured to focus on E-Government. The combination of enabling legislation, executive focus



and commitment and an on-going funding stream will drive large and rapid improvements in this area. In specific, we believe we will launch a newly branded State portal (ct.gov) that includes a focus on transparency and a new business portal in the next 12 months.

Enterprise Investment

A strategic investment fund was enacted in the 2012 mid-biennium legislative session. The purpose of this fund was to create both an incentive and appropriate oversight into technology investments that are made by the State of Connecticut. Oversight of the fund is coordinated through an Information Technology Strategy and Investment Committee comprised of eight agency heads and the CIO. All future technology requests for capital are intended to be passed through the fund for alignment to enterprise reuse and appropriate return on investment (ROI). This \$125 million fund is managed within the Office of Policy and Management. To date, \$74.2 million has been approved and an additional \$58.1 million is being considered for future funding consideration.

LEAN Business Process Improvement

The State has embarked on a coordinated process to eliminate waste and improve the efficiency of our business processes. While this effort is not directly tied to technology, the State is requesting that all future IT investments only be made in areas that have undergone LEAN process improvements. By applying this sequencing of actions, the State can avoid using technology to modernize inefficient processes.

Unified Communications

The State has started a project to reduce communications costs and deliver greater flexibility for our agencies. To this end, the Bureau of Enterprise Systems and Technology has reorganized some internal resources to focus on this activity.

The goal of the Unified Communications effort is to eliminate a completely separate telephone infrastructure and place the telephone capability on our data network while at the same time introducing new tools like video conferencing, messaging, statewide call routing and interactive voice response in a cost efficient package. We expect to save over \$11M per year in operating costs through the implementation of these technologies for our initial set of locations.

Statewide Networking

The past year marked the completion of the federal investment in broadband network expansion. This project was delivered on-time and on-budget and brought 8,880 new miles of high-speed fiber to the State. This expanded service is now in use by the public safety and education communities. Over the next two years, in partnership with the Regional Councils of Government (RCOG), the State will expand access to municipalities and RCOGs to promote regional sharing of technology solutions.



Data Center Relocation

The primary Data Center for the State of Connecticut is located in a leased facility in East Hartford, CT. This facility has reached limits for expansion and no longer represents a good economic value for the State. A project is underway to establish a new State data center that is modern, efficient, and capable of serving the growing needs of our State agencies. During the past year, the State changed focus from the construction of a new facility to a partnering focus that allows the State to take advantage of existing infrastructure and lower energy costs. Further, this new strategy will allow for the establishment of both a primary and secondary data center by 2015 that will bring much needed resiliency in the event of disaster.



Agency Reports

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



Department of Administrative Services

Mission

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

Technology Strategy

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

Technology Achievements

- Completed implementation of federal Broadband Technology Opportunities Program that modernized and expanded the State's fiber-optic network. This \$124M program was on time and on budget while conducted under federal guidelines.
- Provided network, telephony, security, platform and database services for two major new human services programs: DSS ConneCT and AccessHealth CT.
- Consolidated IT support for the Department of Veterans Affairs into the enterprise support team.
- Propagated first executive branch wide deployment of cyber security awareness training.
- Consolidated two agencies into the State's enterprise e-mail platform.
- Conducted audit that reduced state spending on telecommunications by over \$1.1M .

eGovernment

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
- Report or comment online about State Fleet vehicles

List of online services requested by constituents

- None noted

List of online services planned

- New CT.gov portal with open data capabilities
- New diversity data reporting solution

Planned Applications

- CT.Gov redesign
- Rollout of Unified Communications Infrastructure to initial set of agencies

FY 14 Technology Budget

Note: These numbers reflect both DAS agency and statewide IT spend for those agency supported by DAS/BEST.

Hardware	\$37,023,733.10
Software	\$13,459,911.64
Services (consulting)	\$4,095,647.79
Subscriptions	\$25,782.73
Telecom and Data	\$4,193,529.20

FY 14 Technology Major Expenditures

- Unified Communications
- Data Center Relocation
- Online Regulations
- Municipal, Regional Connection to Nutmeg Network
- Diversity Data Reporting solution



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.

Technology Achievements

- Migrated from legacy document storage to DAS/BEST Content Management Service.

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

¹ mandated nationwide system owned by CSBS

² operated by FINRA

List of online services requested by constituents

- None noted

List of online services planned

- Online license application and renewal for non-mortgage license types through NMLS (requires legislative change)

Planned Applications

- At the current time there are no applications planned for the next FY.



FY 14 Technology Budget

Hardware

- Replace (PCs, laptops, printers): \$80,000
- Server: \$5,000

Software

- Server OS: \$1,200

Services (consulting)

- Business Analyst (for business requirements): \$30,000

Subscriptions

\$0

Telecom and Data

- Telecomm: \$68,000

FY 14 Technology Major Expenditures

- none



Department of Children and Families

Mission

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

Seven Cross Cutting Themes:

1. implementing strength-based family policy, practice and programs;
2. applying the neuroscience of early childhood and adolescent development;
3. expanding trauma-informed practice and culture;
4. addressing racial inequities in all areas of our practice;
5. building new community and agency partnerships;
6. improving leadership, management, supervision and accountability; and
7. becoming a learning organization.

Technology Strategy

Our strategic vision drives the key objectives and strategies in this plan and together they fulfill the vision we cast for the use of information technology at the Department of Children and Families (DCF). Specifically, this plan seeks to lay out a roadmap to:

- Achieve SACWIS reporting compliance.
- Commence Next Generation.
- Continue to participate in Enterprise HHS systems.
- Enhance customer service.
- Improve worker mobility and efficiency in managing case information.
- Progress agency self-reliance using automation tools and technology.
- Expand the software development capability of the IS team.
- Maximize collaboration and information sharing, while finding storage solutions.
- Improve safeguards over data and information technology assets.
- Advance the skill set and capabilities of the Information Systems team.

STRATEGIC OPPORTUNITIES for FY 2014

- Complete all necessary LINK enhancements to achieve SACWIS reporting compliance by December 2014.
- Plan and begin to implement a web-based, SACWIS compliant application to ensure a fluid connection between workers and technology.
- Continue planning with DSS and the Administration for Children and Families (ACF) an enterprise case management solution throughout FY 2014.



- Continue planning and then implement an office pilot for virtualizing desktop environments or applications.
- Support technology workforce development by defining goals and measurable areas for improvement with training opportunities in DCF Information Systems by December 2013.
- Expand the agency's technology architecture to incorporate all applications into a standardized structure and to provide guidance for enterprise application design, development and deployment opportunities by March 2014.
- Continuously improve the security and safeguards over agency data and information technology assets.
- Upgrade the agency server and storage environment by summer of 2014.
- Design, develop and implement an enterprise web enabled gateway for providers by January 2014.
- Redesign and upgrade the intake process to include all development requests, including but not limited to SACWIS mandates, workgroup tools, application upgrades and service requests by October 2013.

Technology Achievements

- Development of an ACRI application
- Replace Hartford CO phone system
- Developed a tracking application for Ombudsman
- Developed application to encrypt all files reporting data to the Federal Agency for Children and Families (ACF)
- Enhanced LINK to track Considered Removal (Teaming) Meetings
- Implemented Numara Service Desk Application- installed and in use
- Approval of Annual Advanced Planning Document by ACF
- AFCARS Code changes based on Review
- SharePoint migration to newer version
- PowerBuilder Upgrade to version 12
- Security Training
- Refreshed 800 PC's
- Increase capacity of SAN by 50%
- Increase in VM capacity by 50%
- Implementation of Data Exchange
- Enterprise Agreement with Microsoft for Windows 2013
- Installed 12 additional Outpost locations
- Development of Claiming Application Enhancement

eGovernment

List of online services available

- Mentoring Services (looking to expand with implementation of the DAS/BEST application delivery controller technology)



List of online services requested by constituents

- Not known

List of online services planned

- All Provider Reporting
- SACWIS Tracking
- Background Check Requests
- Foster Care Matching

Planned Applications

- New Background Check Application
- SACWIS Maintenance
- SACWIS Upgrade
- LINK Enhancements (Raise the Grade, Foster Care, Early Education)
- SharePoint Enhancements

FY 14 Technology Budget

- | | |
|---------------------------|----------------------------|
| • Hardware - | \$75,000 + CEPF Bond Funds |
| • Software - | \$910,000 |
| • Services (consulting) - | \$3,000,000 |
| • Subscriptions - | \$1,100,000 |
| • Telecom and Data - | \$1,300,000 |

FY 14 Technology Major Expenditures

- Computer refresh
- SACWIS enhancements
- SACWIS upgrade
- VDI implementation
- IT staff
- IT consultants
- Software licensing
- Network switch upgrades
- Telecommunications



Department of Consumer Protection

Mission

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

Technology Strategy

TSD recommends hardware and software acquisition that optimizes DCP user productivity in support of the Agency mission. TSD listens to users and seeks ways to increase productivity and efficiency while maintaining or reducing cost. Key for TSD is ensuring network integrity and function, particularly as they safeguard against network and equipment downtime and minimize it when it occurs. The strategy for the coming year includes incorporating server virtualization, increasing application of workflows to eLicensing and inspections, and preparing for field staff's eventual migration to tablets.

Technology Achievements

- This past year, Department of Special Revenue operations were merged into DCP. TSD integrated the two agencies' systems
- Upgraded agency printers, laptops, PCs and network switches
- Upgraded software inventory and brought library into compliance with state standards
- Brought parts of Gaming Division onto eLicensing platform
- Oversaw full agency participation in required online security training. Completed first among all state agencies
- Supported DAS/BEST video conferencing software for Medical Marijuana Physicians' Board

eGovernment

List of online services requested by constituents

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

List of online services planned

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



Planned Applications

- Enable online applications for licensing and permits using state online enterprise solution
- Enable remote printing of licenses and registration
- Enable the public to submit complaints online
- Take over Medical Marijuana Program application support from DAS/BEST

FY 14 Technology Budget

Hardware

- Server upgrade: \$100,000
- Laptop replacement for food and standards: \$60,000

Software

- new server software \$40,000

Services (consulting)

- No new services anticipated.

Subscriptions

- No new subscriptions anticipated.

Telecom and Data

- No unusual expenditures anticipated.

FY 14 Technology Major Expenditures

We project the server upgrade cost to be approximately \$100K.



Department of Correction

Mission

The Department of Correction shall protect the public, protect staff, and provide safe, secure and humane supervision of offenders with opportunities that support restitution, rehabilitation, and successful community reintegration.

Technology Strategy

The mission of the MIS/Research Unit within the Department of Correction is to provide technological systems to assist staff to improve the management, facility services, and security and to provide timely, consistent and accurate information to those requiring information from the department. As part of the mission and strategy the Department of Correction as a whole and the MIS unit as part of this plan continue to strive to find ways to cut costs without adversely impacting the services of our customers. By focusing on improvements in technology the department strives to streamline business operations as a way to cut costs and improve efficiencies among its staff, its partners and its customers.

Technology Achievements

- Began the Email migration from GroupWise to the enterprise Exchange system.
- Complete Video Conferencing Expansion Project – Expand video conferencing to all facilities – 6963 video conferences held in FY 2013 compared to 4722 held in FY 2010
- Death Row Inmate Trial conducted through video conferencing set up between Northern CI and Rockville courthouse.
- LAN/WAN campus infrastructure upgrade completed in Somers for Northern CI, Osborn CI and Northern District offices.
- Case Notes web upgrade completed for DOC facilities and Board of Pardons and Paroles. System migrated from client server environment to web services environment.
- Implementation completed for DOC portal. Portal will now allow single sign on into DOC systems as well as access to DOC systems from outside of the DOC network, including CAPI, Case Notes, Inmate Information Query, etc.
- Employee Photo system completed. New in-house employee photo system replaces outdated vendor system.
- Completed development of new Motor Vehicle Database.
- Completed upgrade to inmate information search on DOC website to link to Judicial docketing system.
- Implemented new Inmate phone system with vendor, GTL.
- Completed report scheduling system – system allows customers to view old production reports through a query system. This eliminates the need to send and store Emails with copies of the reports to the various recipients.



eGovernment

List of online services available–

- Western Union Electronic Deposits – allows individuals to go on-line to Western Union to send money to an inmate’s commissary and banking account.

List of online services requested by constituents –

- Video Visitation
- Municipal Access to Case Notes

List of online services planned –

- Increase the Electronic Deposits to additional vendors, JPay and TouchPay.
- Establish Video Visitation through the inmate phone system using kiosk technology.
- Establish kiosk technology for visitors to make electronic deposits into an inmate’s account while at a DOC facility.
- Develop Municipal Access to Case Notes that will allow limited access to certain aspects of Case Notes.

Planned Applications

- Offender Management Information System (OMIS) – Comprehensive Offender Management application (MOTS solution)
- Electronic Medical Records System – Comprehensive Health Management/Health Portal application
- Email Migration – Complete the implementation of the Email migration from GroupWise to Exchange
- Complete development of Case Notes including finishing web version, municipal access version and report/query set up.
- Complete the implementation of the ATLAS 24 x 7 scheduling system with CORE-CT.

FY 14 Technology Budget

- | | |
|--|-------------|
| • Hardware | \$1,750,000 |
| ○ OE and Capital Equipment funds as well as bond funds for OMIS and LAN/WAN | |
| • Software | \$1,000,000 |
| • Services (consulting) | \$600,000 |
| ○ Consulting costs of OMIS Project Manager, EMR Project Manager, Business Analyst, Software Engineer 2 | |
| • Subscriptions - | \$0 |
| • Telecom and Data - | \$352,000 |



FY 14 Technology Major Expenditures

• OMIS Project Manager	\$250,000
• EMR Project Manager (9 months)	\$131,000
• Software Engineer 2 (Case Notes)	\$150,000
• Large Network Switches	\$120,000
• UPS System	\$120,000
• Storage	\$550,000
• Network Fiber Channel/Switching Gear	\$300,000
• Blade Servers	\$200,000
• Software Licensing	\$280,000
• Database Licensing Support	\$270,000
• Network Licensing	\$230,000



Department of Developmental Services

Mission

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

Technology Strategy

- Create Business Intelligence models to provide historical, current and predictive views of business operations.
- Explore the impact of tablets as a supplement to specialized therapy when it comes to learning and communication for consumers with autism and other intellectual disabilities.
- Explore more Business Intelligence options through familiar tools to uncover data analysis capabilities throughout the Agency.
- Create a Data Warehouse to be used in #1 and #3. Initially BI tools will connect to replications of the production transactional databases, utilizing views crafted to mimic DW structures; but over time, migrate those technologies to connecting to an actual Data Warehouse that is designed for these purposes and extracted/loaded on an ongoing basis.
- Utilize SharePoint for Collaboration, Content Management, Business Process Management, and potentially for Business Intelligence; Utilize the DDS-Gateway to seamlessly allow secured access to SharePoint to our Business Partners (Private Providers) for Collaboration, and provide an access-point to initiate service requests by the public in support of DDS Business Processes.

Technology Achievements

- Central Reports – Website built to create and manage reports to agency users based on service and analysis needs.
- WebResDay- Expanded an existing web based attendance system to process additional waiver codes and streamline payment processing to save agency dollars.
- QSR - Completed a regulatory enhancement to the existing Quality Service Review system for certification requirements of CLA service providers.
- Rewrite of an MS Access system to .Net Web to streamline the printer assignment maintenance of all DDS users.
- Rewrite of a DB2 system to .Net Web to maintain the ongoing medical certification of consumer medication administrators.
- Global Reporting- created a .Net Web system for users to create adhoc reports utilizing MS SQL databases.
- Desktop Support - Deployed Windows 7 and Microsoft Office 2010 to 2100 Client PC's and laptops in DDS.



- Migrated databases for DDS Web Applications from SQL 2005 to SQL 2008R2. Migrated web and app Server platform from 32 bit Windows Server 2003 to 64 bit Windows Server 2008R2. Environments internal to DDS and also externally at BEST.
- Branded DDS-SharePoint with a similar look and feel of the DDS Internet and Intranet sites to provide consistent rendering of pages; Utilized SharePoint 3-day Planning Services to highlight and identify SharePoint technology in support of the Quality Provider Application Process that includes collecting information electronically, tracking the application review process, and automatic notifications to review members.

eGovernment

List of online services requested by constituents –

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

List of online services planned –

- Provide seamless and secured method for Business Partners (Private Providers) to collaborate with DDS staff.
- Provide an access-point to initiate service requests by the public in support of DDS Business Processes.

Planned Applications

- WebIP6 – rewrite of Access to Web application to manage consumer services, contracts and payment.
- LON – Level of Need – rewrite of pdf to .Net Web system for data entry and streamlined updates.
- Emergency Management – rewrite of existing access system to .Net Web to stabilize the platform and streamlined maintenance and enhancements for field personnel.
- Quality Provider Application Process – develop methodology utilizing SharePoint to collect information electronically, track the status of application review process, and utilize automatic notifications to review members.
- Contracts Processing – (similar to the Quality Provider Application Process) develop methodology utilizing SharePoint to collect supporting information electronically, track the status of contract process, and utilize automatic notifications to review members.
- Requests to convert various existing MS Access systems to .Net Web/ Sql Server Database.

FY 14 Technology Budget

- | | |
|-------------------------|-------------|
| • Hardware | \$1,850,000 |
| • Software | \$2,500,000 |
| • Services (consulting) | \$2,500,000 |
| • Subscriptions | \$0 |
| • Telecom and Data | \$400,000 |



FY 14 Technology Major Expenditures

- Title XIX (Medicaid) ID-Eligible
- Home and Community-Based Services Waiver Management System
- Implementation APD (Advance Planning Document) for CRM (Customer Relationship Management) Configurable COTS System Design and Implementation



Department of Economic and Community Development

Mission

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

Technology Strategy

DECD's technology strategy is reflective of its business system plan and its statutory requirements. DECD is applying LEAN principles and practices to improve the way it interacts with – and serves -- its diverse customer base. The department will implement the right IT solutions and processes as recommended as part of its LEAN approach. To build upon the state's initiatives for enterprise services, DECD plans to partner with other state agencies to implement state enterprise-wide systems.

Technology Achievements

- DECD partnered in creating the new CTNEXT at www.ctnext.com to drive new entrepreneurial activity in the state. The CTNEXT network strengthens and opens up statewide and local networks so entrepreneurs can access the knowledge, resources and opportunities they need to succeed. CTNEXT does this by supporting and mobilizing a network of economic development organizations, large corporations, serial entrepreneurs, mentors, service providers, community leaders and many others who work together to assist the state's most promising early stage companies.
- DECD has been revamping its website to provide better access to its many programs and services. The state's "Still Revolutionary" campaign included the creation of <http://ctforbusiness.com> that highlights Connecticut's innovative companies and business resources. [CTvisit.com](http://ctvisit.com) continues to highlight the state's many tourist attractions and cultural assets.

eGovernment

List of DECD's new online services-

- DECD's Arts Catalyze Placemaking (ACP) Program's new e-granting e-portal at <https://coa.myreviewroom.com> was created to foster its program and services and connect people to the arts across the state. The program develops and strengthens the arts in Connecticut and makes artistic experiences widely available to residents and visitors.
- DECD's International Grants Program's new e-portal at <https://stepgrant.myreviewroom.com> allows for such programs as the State Trade and Export Promotion (STEP) Grant from the Small



Business Administration (SBA). The grants are provided to companies interested in expanding their export efforts in the global marketplace.

- DECD's State Historic Preservation Office (SHPO) Program's new e-granting e-portal at <https://shpo.myreviewroom.com> administers grants for its Historic Restoration Fund and its Sandy Disaster Relief Assistance programs. The SHPO is responsible for overseeing the governmental program of historic preservation for Connecticut and administers a range of federal and state programs that identify, register and protect the buildings, sites, structures, districts and objects that comprise Connecticut's cultural heritage.

List of online services requested by constituents-

- Expedite the permitting process through LEAN utilizing on-line transactions. The project involves DECD and all state agencies.

List of online services planned-

- Create additional agency e-portal resources to streamline access to DECD's grant and loan programs and services and connect people and businesses to vital services.
- Create a new statewide business e-portal and e-government solutions to streamline access to available state resources and allow for on-line transactions. The project is collaboration between DECD, BEST and other state agencies.

Planned Applications

DECD, through its LEAN processes, is implementing several technology systems to improve service delivery to customers. The solutions will require strategic technology planning and investments that support efficiencies. To achieve its goals, the agency will bring technology together across all its programs that support their services in business development for small and large business, international, film/digital media, tourism, arts, historic preservation and brownfields. Technology and applications will be put in place that strengthens existing partnerships and expands on collaborative efforts with other state agencies and state organizations.



FY 14 Technology Budget

Below is DECD’s outline plan for agency technology spending from all sources for planned expenditures outside of IT Procurement LEAN improvement activities.

- Hardware (Capital Equipment Purchase Fund) \$92,500
- Hardware Maintenance & Support \$18,600
- Software Licensing (Purchase) \$17,500
- Software Maintenance & Support \$59,400
- Consulting Services & Data Services \$ 1,000
- Internet Services \$20,080
- IT Supplies \$20,000

FY 14 Technology Major Expenditures

Below is a list of planned agency technology expenditures for projects expected to be in excess of \$100k. The summary provides DECD’s multi-year projects that are expected to begin in FY 14 and are in accordance with IT Procurement LEAN process improvement activities. The department will be completing project requirement documents for each of the projects.

DECD and state government are applying LEAN principles and practices to improve the way it does business, and in turn interact with the business community and provide services to constituents. New technology support systems allow DECD to produce improved metrics that are critical to measuring progress and ensuring that the department stays on path to becoming the “best in class” state of economic development.

- **Customer Relationship Management (CRM) System** will give DECD the ability to market its programs and services, establish and manage more effective interactions with its clients, track and generate quality leads, track and assign tasks, target and communicate easily with different audiences, create and manage surveys, and schedule and manage events. It will enhance the agency’s ability to make better decisions through improved performance measurements, reporting, analysis and dashboards. The CRM technology will be web-based and will allow DECD to collect and mine data on all CT businesses and collaborate with partner agencies and state organizations such as CI and CERC. The technology will allow the agency to transform the way it finds and retains clients and greatly improve employee productivity.
- **Client and Project Portfolio System** will allow the agency to streamline its programs and services and reshape the way it does business by increasing accountability and transparency, as well as provide the means to respond to the increasing demands for grant and loan programs. The system will be an end-to-end solution allowing the agency to award, track, administer, report and audit on all agency program funds, irrespective of source type--state or federal. The system will be a web-based solution that provides advanced yet easy-to-use tools for building, delivering and administering all phases of DECD’s programs with speed, confidence and accuracy. This will help the agency make better decisions with business intelligence, and



produce accurate and timely reporting and analysis as needed. The portfolio system will allow DECD to allocate program funding based on source and year and to collect all project and activity detail data related to various grant and loan programs. Additional functionality includes: online application submittals and reviews and tracking of budget versions, milestones, monitor visits, compliance, and more.

- **Enterprise Content Management (ECM) System** will implement the best practices in business delivery technology in the deployment of a single and centralized repository for better control of DECD's documents and files. The technology will improve productivity with advanced document management of content in one place and provide agency users direct access to documents and process management activities. The technology will bring enterprise content management capabilities to mobile devices for content access when and where needed. The agency is looking to build upon state enterprise-wide solutions.
- **Geographic Data Management (GDM)** will begin in the agency's State Historic and Preservation Office (SHPO) where through LEAN the agency will move forward with digitization of its historic resources content to build, manage, map and share its geographic information. The agency will also create a searchable database of its project information for environmental reviews and grants projects. Plans are to make SHPO files and resources transparent for four primary sets of records: national register of historic places, state register of historic places, historic resource inventories (surveys), and archaeological inventory (site files). The project will entail geospatial content data that easily integrates smart maps by visualizing intelligence data and applying location analytics. It will allow for mapping large quantities of data by map points to depict SHPO geographic sites and data and by heat maps to provide a graphical representation of data where the individual values are contained in a matrix represented as colors. The system will be a web-based application that can be configured to meet the needs of the people using it, ranging from executives to technical staff to constituents.



State Department of Education

Mission

To align technology with the state's Education Reform Initiatives by providing the educational technology strategy, systems and infrastructure to meet agency operations and classroom 21st century digital learning needs while meeting all state and federal legislative requirements for the collection and reporting of student, teacher, administrator and facility data.

Technology Strategy

- State Longitudinal Data System – To build a data warehouse and business intelligence system that can provide canned reports and dynamic analytic tools to view aggregate education data for all public users and student level data for district users.
- Data Collection and Office Automation – To build applications which automatically collect district data (SIF) and implement agency office automation through the deployment of workflows
- Data Consolidation – To provide a holistic view of education data within three silos: Student, Teachers and Facilities by consolidating current applications around major portals and by creating an agency wide Data Dictionary.
- Early Childhood information System – To build a new Early Childhood Information System for the newly formed Office Of Early Childhood by combining seven functional areas from other agencies into a holistic system, this includes a Data Warehouse and Business Intelligence System and a Quality Rating Improvement System or QRIS.
- 21st Century Digital Learning – Assist all districts with the deployment of technology within the classroom and within teaching curriculum, this includes deploying a Common Core State Standard portal and the Smarter Balanced Online Assessment testing.

Technology Achievements

- The Client Trend Survey Application
- The Restraint and Seclusion tracking application
- Office of Early Childhood Travel tracking system.
- RSCO Lottery placement and New Schools Opportunity follow-up Lottery placement
- The deployment of state Core Curriculum content for Algebra 1 on the Moodle system
- The statewide school technology assessment for the Smarter Balanced Online testing
- The installation of 1,300 new computers within the agency including the technical high schools
- A School Interoperability Framework pilot to eliminate data collections
- A National Transcript Center pilot with the Board Of Regents for electronic transcript data interchange between public CT High Schools and the State Universities and Community Colleges
- A new Help Desk System was implemented in the technical high schools.
- All servers in agency have been virtualized to improve efficient use of hardware.



- Installed new storage in Hartford and Middletown to provide better data security, disaster recovery and more capacity.
- SCCM 2012 has been installed in all technical high schools for deploying new equipment and patch management.
- Rollout of collaboration tools to manage IT projects and collaborate with stakeholders.
- Enhancements to the following applications – ECS Grants, Prepayment Grants, Public School information System, Disciplinary Offense, Due Process, Special Education Application & Collections, Early Childhood Outcome, Non-Public School, Career and Technical Education Report, Teacher/Course/Student, Directory Manager and the CT Education Data and Reporting system.

eGovernment

List of online services available

- District Grant Processing
- Educator Certification
- Education Data Portal
- Data Collections
- Teacher Personal Development
- Health and Nutrition
- Regional School Choice
- Special Education
- Adult Education
- Accountability and Improvement
- Teacher Evaluation
- Early Childhood

List of online services requested by constituents

- All of the above

List of online services planned

- Common Core State Standard
- Direct Certification
- Online Assessment Testing
- Additional Early Childhood

Planned Applications

- The re-engineering and rebranding of CT Education Data and Reporting Data Warehouse
- A School Interoperability Framework statewide rollout to eliminate data collections
- A Direct Certification child nutrition system linking the National School Lunch Program to Department of Social Services SNAP data
- The deployment of a hosted application for teacher evaluation



- The infrastructure preparation for Smarter Balanced Consortium online assessment testing system
- The deployment of a Common Core State Standard Content Delivery System
- The design and implementation of an statewide Early Childhood Information System
- IT Infrastructure upgrades associated with the renovation of JM Wright, Ellis, Whitney and Wilcox technical high schools
- The migration of the Wang Mini Computer system to a new server platform preserves access to historical agency data.
- The implementation of an IT asset management system for monitoring hardware, software, patch management and PC imaging for Hartford and Middletown offices.

FY 14 Technology Budget

- Hardware \$3,000,000 (For central office, data center and 18 technical high schools)
- Software \$1,300,000 (For central office, data center and 18 technical high schools)
- Services (consulting) \$1,500,000 (For SLDS applications and SIF)
- Subscriptions \$500,000 (For central office, data center and 18 technical high schools)
- Telecom and Data \$100,000 (For central office, data center and 18 technical high schools)

FY 14 Technology Major Expenditures

- The re-engineering and rebranding of CT Education Data and Reporting Data Warehouse (Fed SLDS Grant)
- A School Interoperability Framework (SIF) statewide rollout to eliminate data collections (State SLDS)
- A Direct Certification child nutrition system linking the National School Lunch Program to Department of Social Services SNAP data (Federal Grant)
- The deployment of a hosted application for teacher evaluation (Agency Program)
- The infrastructure preparation for Smarter Balanced Consortium online assessment testing system (State Bond)
- The deployment of a Common Core State Standard Content Delivery System (Agency Program)
- The design and implementation of an statewide Early Childhood Information System or ECIS (State Technology Bond)
- IT Infrastructure upgrades associated with the renovation of JM Wright, Ellis, Whitney and Wilcox technical high schools (Construction Bond)
- CT Technical High School System technology upgrades (Bond)



Department of Emergency Services and Public Protection

Mission

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

In striving to accomplish our mission, we embody our 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 strives to make Connecticut the safest state in the nation. To that end, the agency will leverage information systems and technologies to continuously enhance emergency services, public and first responder safety, agency staff productivity, and information services to the public and various agencies throughout Connecticut.

In order to make significant progress towards “doing more with less”, it will be incumbent upon the agency to 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 begun to engage in LEAN initiatives which will drive business process re-engineering and system automation with the intent of eliminating no/low value-add activities, reducing costs and minimizing excessive backlogs.

Key Themes for DESPP’s Technology Strategy include:

- Mission critical systems modernization
- Inter/Intra-agency collaboration and information sharing
- E-government services that minimize back-office data entry and payment processing
- Paper elimination (digitization)
- Mobile computing
- IT and cyber security

Technology Achievements

- Collect v2 – Rollout of second generation of COLLECT system. Now Windows based with new capabilities.



- AFIS Updates – Replacement of server and addition of Latent Print workstation at Meriden Police Headquarters
- CAD/RMS Updates – E-Citation rollout to field; Development of License Plate Readers (LPR) for field; E-Signature process for investigative reports allowing for electronic retention
- BTOP (PSDN Phase 2) Deployments – Installation of High Speed data connections between HQ and Troops
- Western District Dispatch Consolidation
- Mobile Video Recorder Backend Deployment – Digital storage/management of in-car video, wireless uploads
- Troop LAN Upgrades – Migration to new Gigabit POE switches for increased performance, port concentration, VoIP capabilities, and redundancy (resiliency)
- State EOC Enterprise Wireless Network Deployment

eGovernment

List of online services available–

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

List of online services requested by constituents

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

List of online services planned

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

Planned Applications

- Master Name Index/Computerized Criminal History (MNI/CCH) Modernization
- Special Licensing Weapons Registration System Rewrite
- Applicant Processing System (APS) for fingerprint supported criminal history checks
- Trooper Overtime System Rewrite
- Family Violence Reporting System Application



FY 14 Technology Budget

• IT Consultant Services	\$2,600
• IT Data Service	\$1,000
• IT Hardware Lease/Rental	\$20,700
• IT Hardware Maintenance and Support	\$3,001,200
• IT Software Licenses/Rental	\$770,400
• IT Software Maintenance and Support	\$375,000

TOTAL APPROVED IT SPENDING - FY14 (GENERAL FUNDS): \$4,170,900.

FY 14 Technology Major Expenditures

• Replacement of COGENT/AFIS Servers in New BEST Data Center	\$4 Million
• Central District Dispatch Consolidation	\$1.5 Million
• Backup Server Installation Project (Troops L and C and HQ)	\$500,000
• DESPP HQ VoIP Upgrade	\$500,000
• Phase 3 of desktop and laptop refresh	\$300,000
• CT State Police Interview Rooms Audio/Video System Deployment	\$225,000
• Phase 2 of Troop (POE) Switch Upgrade	\$120,000



Department of Energy and Environmental Protection

Mission

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

Technology Strategy

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

Technology Achievements

- GIS Server implementation for desktop support
- DAS/BEST implementation of Case Management software purchased by DEEP
- VDI training room implementation
- 11 Codex video conference rooms implemented, joined to DAS/BEST's enterprise wide video solution
- Implementation of Underground Storage Tank (UST) application
- Completed virtualization of DEEP server complex
- Network implementation of managed Ethernet circuits to 9 field sites.

eGovernment

List of online services available–

- State Park Mobile App for smart phone users – Park goers can access rich GPS features such as advanced maps for trail data and easy to cache terrain maps. This app provides information on all State Parks including general policy, contact information, activities and more.
- Underground Storage Tank Registration - The Underground Storage Tank (UST) Program regulates certain UST systems. The primary purpose of this notification program is to prevent releases to the environment by providing the department with current up to date information regarding system owner/operator data as well as system design and location of underground storage tank systems that store or have stored petroleum or hazardous substances. Approximately 3000 UST Owners/Operators are now required annually to both register their tanks and pay a per tank fee.



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

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

List of online services planned

- Online Stormwater General Permit Registration System - The new online Stormwater general permit registration system will provide the regulated community with the capability and convenience to electronically file their registration applications and fee transactions through a user-friendly, internet-based interface. The system must enable DEEP to electronically process the registrations and fee transactions in lieu of a paper filing, with associated data and other information automatically entered into the Site Information Management System (SIMS). The system will allow DEEP to electronically manage and track the workflow for processing registration applications, including intra-departmental coordination and review of submitted information and assuring that public participation requirements are met.
- 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 document search and retrieval tools.
- The Environmental Conservation Branch of DEEP regulates recreational and commercial use of state property, flora, and fauna. One of the most numerous permits issued is the Inland Fishing Tournament/Derby Permit (IFD). In addition to this permit, there are several other permits/registrations that are closely related and may be prerequisite for approval of the IFD.
- PURA e-Filing Case Management – Serve customers (Utility companies, citizens, law firms, other businesses) through a Web-based system allowing the submission / tracking of all electronic requests/complaints/dockets (documents) providing customers with ease of access to information. All submissions will be electronically routed, tracked and processed within PURA/BETP through a more efficient and leaner process.

Planned Applications

- DEEP's Enterprise Case Management Program will create a public online, paperless interface to conduct the business of licensing, permitting and registration of activities that are under DEEP jurisdiction. DEEP will leverage common functions and interfaces while allowing for the



submittal, review and internal routing of electronic data. Provide instant, intuitive, online, 24/7 access for citizens, business, and local and state government to essential site documents, data and status updates. Provide a nimble and efficient business flow for applicants and agency staff saving both the agency and its constituent’s time and money. This Case Management Program will focus and address projects within the following areas:

- E-Permitting and E-Licensing – exposing existing enterprise system for electronic permitting/registrations to the web for both filing and review.
- PURA e-Filing Case Management – migrates complex databases to enterprise system for holistic approach to managing client, financial and site data.
- The Voice over Internet Protocol (VoIP) project will replace the existing conventional telephone systems at DEEP headquarters and nine major satellite offices with an enterprise VOIP system. Additionally, the new system will expand customer service call center capability (currently available only in the PURA and Energy office located in New Britain) to include the majority of DEEP programs.
- The DEEP Document Repository Automation Project will replace an extensive paper document repository, regularly used by both the public and agency staff, with a comprehensive digital repository that will be available online to DEEP staff, and to the public at no charge, together with appropriate search tools, confidentiality protocols, automated document management tools, and day-forward procedures designed to reduce the need for DEEP and the entities it regulates to produce paper documents in the first place.
- The DEEP data management program will integrate critical data systems and develop a data warehouse to provide one common source for all DEEP data. Consolidated data provides one system to query all data allowing for ad hoc reporting and real time decision making. Systems can now be developed to provide visibility to all customers and DEEP personnel from one source. This will provide for better tactical and strategic decision-making because these decisions can be made based on a consolidated view of data. The agency would also like to provide both external customers and internal staff dashboards that can aid into the decision making process. This data will be available to be leveraged by remote users utilizing multiple methods to access data.

FY 14 Technology Budget

• Hardware -	\$910,000
• Software -	\$1.15M
• Services (consulting) -	\$5.3M
• Telecom and Data –	\$500,000

FY 14 Technology Major Expenditures

• Records Management:	\$500,000
• Data Management:	\$1.4M
• VoIP: Implementation total	\$1.5M (total), FY14 \$500K
• Case Management:	\$3.75M
• Desktop Technology Refresh	\$1.8M



Department of Housing

Mission

To ensure that affordable housing in strong and vibrant 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 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. DOH's technology strategy necessarily reflects its broad statutory authority, the long-term financial investments it makes in affordable housing projects, the funding it provides to municipalities and others to facilitate the preservation of affordable housing, the numerous contractors that administer housing-related programs and operate facilities serving DOH's constituents, and DOH's role as the administrator of federally funded programs that have complex reporting and compliance requirements. DOH's technology strategy is to make full use of and enhance its existing information technology resources to efficiently perform its many functions and continue to serve the diverse beneficiaries who rely on DOH's programs. More specifically, DOH seeks to use its information technology to streamline its processes, directly engage with funding applicants, and provide more extensive information and guidance regarding affordable housing needs and resources.

Technology Achievements

Created by statute in the June 2012 Special Session, 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 the strengthening of communities. Several technology achievements have been critical to DOH's mission. First, DOH's new staff members and their hardware were relocated to DOH's office and integrated within DOH's existing network. Second, software and electronic records on which new DOH staff previously relied were transferred to DOH to ensure a seamless transition. Third, system upgrades and new equipment were procured and/or incorporated to enable DOH to expand its capacity to administer the new federally funded CDBG-DR Superstorm Sandy Disaster Relief Program, which entailed the addition of a new project team, high transaction volume and extensive record-keeping. Finally, a new website for DOH was created, integrating new design and content with existing content from the DSS, OPM and DECD websites. At this time, the information technology of DOH is administered and supported mainly by DECD IT staff, as well as utilizing DECD's network hardware, software and systems. It is also worth noting that DOH



and the Connecticut Housing Finance Authority (CHFA), with initial and ongoing support from DAS-BEST, have recently created a single consolidated online housing application process for most DOH and CHFA competitive multifamily housing funding programs. Due to the success of this online application, DOH is now requiring electronic applications in its upcoming funding round under the Competitive Housing Assistance for Multifamily Properties (CHAMP) initiative.

eGovernment

List of DOH's new online services:

- DOH and CHFA have recently created a single consolidated online housing application process for most DOH and CHFA competitive multifamily housing financing programs. Due to the success of this online application, DOH is now requiring electronic applications in its upcoming funding round under the CHAMP initiative. Through this streamlined application, developers and owners of multifamily housing use one application format for state capital loans and grants, tax exempt bond and taxable bond financing, tax credit allocations, and other sources of funding. Application document submittal has been established through the state's BizNet system administered by DAS-BEST.
- A new website at www.ct.gov/doh has been created for DOH to foster its programs and services and to connect with communities and constituents across the state.
- CT Housing Search, which provides a searchable database of available affordable housing opportunities in Connecticut, and which all developers that receive funding from DOH must use to list their available housing units, is accessible through the DOH website.

List of online services planned:

- DOH and CHFA are currently reviewing vendors to develop a state-of-the-art web-based portal for all competitive funding applications and the potential to interface with various back-office databases for reporting and asset management purposes.
- The expansion of the availability of information and online applications related to the CDBG-DR Superstorm Sandy Disaster Relief Program, linking these online resources to www.CTRecovers.org as well as other relevant online portals.
- The creation of additional e-portal resources to streamline access to DOH's programs and services and connect people and communities to vital state services.
- Create a presence on the new statewide e-portal and e-government solution to streamline access to available state resources and allow for on-line transactions.

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.



FY 14 Technology Budget

Hardware (Capital Equipment Purchase Fund)	\$36,000	\$15,000 (Non-CEPF)
Hardware Maintenance & Support	\$ 3,000	
Software Licensing (Purchase)	\$47,900	\$23,100
Software Maintenance & Support	\$30,000	
Consulting Services & Data Services	\$1,000	
Internet Services	\$5,000	
IT Supplies	\$10,000	

FY 14 Technology Major Expenditures

Throughout FY14, DOH will continue to expand its activities and integrate new staff, including new staff in the CDBG-DR Superstorm Sandy Disaster Relief Program unit. At the same time, DOH will actively apply LEAN principles and practices and seek information technology solutions that will enable it to achieve its mission in the most effective and efficient manner.

DOH is also exploring the potential for an Enterprise Content Management (ECM) System to implement the best practices in business delivery technology in the deployment of a single and centralized repository for better control of DOH’s documents and files. As envisioned, this technology would improve productivity with advanced document management of content in one place and provide direct access to documents and process management activities where appropriate. The technology may also bring enterprise content management capabilities to mobile devices for content access when and where needed. DOH is also exploring the potential to build upon state enterprise-wide solutions utilizing IBM FileNet and MS SharePoint. This would be a multi-year project that could begin in FY 14 and would be in accordance with IT Procurement LEAN process improvement activities.



Insurance Department

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 Department in reaching its business objectives 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.

Technology Achievements

- Migrated final division in the Department (Financial Analysis) to the agency's CRIS application.
- Signed disaster recovery arrangement with Eastern Connecticut State University. This will allow the Insurance Department to implement a hot site at ECSU's facility.

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, e.g.: phone number, address, etc.
- 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.
- Online license print: Licensees may print their license online. The Department no longer prints and mails licenses.
- Online license application: Up to 16 different license types may be applied for online.
- Online complaint submission: Individuals with a complaint against an insurance company or agent can submit it to the Consumer Affairs Division online.

List of online services planned

- Online company contact information entry: The Department maintains upwards of a dozen different types of contact information about an insurance company: corporate address,



complaint address, filing address, catastrophe contact, etc. This system will allow companies to maintain this information online, replacing fax, email and U.S. Mail correspondence.

- Online External Review entry: This system will allow the submission of an insurance external review application online.
- Online complaint inquiry: Will provide a query capability into the Insurance Department's complaint database.

Planned Applications

- Automation of the Captives Division, a unit recently created in the Insurance Department.
- Migrate the in-house CRIS application from Oracle to SQL Server.
- Implement a DR hot site at ECSU.

FY 14 Technology Budget

Hardware

- Hardware refresh (PCs, laptops, servers, scanners, printers) - \$52,000
- Disaster Recovery hardware - \$37,000

Software

- SQL Server - \$16,000
- Disaster Recovery SQL Server - \$16,000
- Server OS (refresh) - \$2,000

Services (consulting)

Subscriptions

Telecom and Data

- MAN - \$7,500
- Telecomm - \$36,000

FY 14 Technology Major Expenditures

- none



Department Of Labor

Mission

The Department is committed to protecting and promoting the interest of Connecticut workers. 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 to 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. To support this strategy, our efforts are focused in the following areas:

Organizational Responsiveness

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

Promoting Integrated Solutions

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

Building a Learning Organization

- Creating clear incentives and opportunities for learning
- Fostering a culture of change
- Bridge the communication gap between users and the IT Division

Technology Achievements

- **SSA Interface** – Mainframe programming enhancements were completed that allowed for an interface between the Social Security Administration and DSS to facilitate the validation of Social Security Numbers. These efforts help improve claim administration, deter fraud activities, and prevent overpayments from the onset.
- **Call Center VoIP** – DOL replaced legacy digital phone system with a Voice over IP solution in two Call Centers. This solution enabled the agency to deploy a seamless virtualized call center environment to better serve our UI claimants.
- **SAN Refresh** – DOL's Storage Area Network Infrastructure was upgraded to a more scalable design to improve overall resource utilization and availability. The refresh of equipment will ensure high



performance when data access spikes occur and provide a stable platform that will be utilized for future virtual server and desktop initiatives.

- **Application Virtualization** – The core business application servicing DOL’s Tax Field Audit staff was virtualized to allow staff to remotely access data to maximize efficiency and increase productivity when conducting Field Audits of CT Businesses. Successful completion of the project also ensured compliance with State Policy on Mobile Computing.
- **UI Integrity Software** – A commercial-off-the-shelf web based system that detects patterns of organized fraud activities in UI claims and Employer underpayments (e.g., not filling UI taxes, misclassification of workers) and improves the analysis and reporting capabilities of disparate UI data.
- **Virtual Hold Technology** – Virtual Hold software utilizes virtual queuing which is a model used in Call Centers to increase customer satisfaction and improve real-time waiting. It allows customers to receive a callback in lieu of waiting on hold in an ACD queue. Over the past year, Virtual Hold was available to 641,880 CTDOL callers of which 474,200 (73.9%) chose to have their call returned rather than wait on the phone to speak with a Customer Service Representative.

eGovernment

List of online services available–

- UI recently 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 recently 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

- None to report for this Fiscal Year.

Planned Applications

- **Access Health CT** – In collaboration with the Access Health CT Exchange and the Access Health CT Exchange and the Bureau of Enterprise Systems and Technology (BEST), CTDOL will provide pertinent UI data to assist in determining health insurance eligibility and enrollment options.
- **GEO** – This project will provide Employments Services Division with a robust web-based integrated case management system that will be used by staff across the state to capture program services and provide more comprehensive.
- **Appeals Scheduling** – Completion of project will automate the scheduling of the Appeals hearing docket process to reduce time and efforts and will introduce skills based routing capabilities.



- **Electronic Document Management (EDMS)** – CTDOL will begin to reengineer its EDMS infrastructure. The Agency also desires to leverage the DAS/BEST Enterprise Content Management (ECM) Service Model to gain added efficiencies in managing, organizing and classifying Agency documents.
- **Electronic Employer Filing (EEF) Project** – To comply with a new State Legislative mandate that requires all Employers to file tax information, wage reports and make tax payments electronically; extensive software programming updates will be made within the Tax Department’s Web Based System. This effort will improve Tax operations by eliminating labor intensive paper processing methods and will significantly reduce administrative oversight.

FY 14 Technology Budget

• Hardware –	\$2.1M
• Software –	\$2.7M
• Services (consulting) -	\$2.55M
• Subscriptions -	\$2,000
• Telecom and Data -	\$100,000

FY 14 Technology Major Expenditures

• PC/Laptop Refresh Program (Phases 1 and 2) -	\$576,000
• Server Refresh -	\$300,000
• VDI Solution -	\$225,000
• Med V/MS Licenses-	\$325,000
• Security Hardware/Software Upgrades -	\$125,000
• Staff Training -	\$275,000



Department of Mental Health & Addiction Services

Mission

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

Technology Strategy

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

Technology Achievements

- **Vacancy Management System (VMS)** – VMS handles the entire process of recruitment, managing applicants and filling position vacancies. Vacancy and Applicant information is entered into VMS, including the current vacancy information, the applicant name(s), demographics, seniority and qualifications, eligibility and availability information.
- **Mental Health Assistant Transfer List** – As a result of state-wide negotiations with District 1199, DMHAS was designated to develop and pilot an electronic transfer list system for lateral transfers for 1199 positions starting with MHA1s.
- **Upgrade to Microsoft Exchange** – DMHAS upgraded its email and file and print services from Novell/Groupwise to Microsoft Outlook/Exchange.
- **Health Information Technology** – DMHAS completed the RFP and vendor selection process and is beginning the implementation of an electronic medical record.

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. It was implemented in 2007 and is one element in a larger process designed to transform Connecticut's mental health system by empowering people in recovery and others (youth, families, and public and private providers) to seek sound information about accessing effective mental health and substance abuse services in a timely manner.
- **On-Line Posting of Provider Quality Reports** – The Provider Quality Report evaluates consumer outcomes and agency and program performance on a wide range of indicators. These reports are presented in the form of a quality 'dashboard', which displays provider and program information in the form of totals, percentages, graphs and charts for easy viewing. The Quality Dashboard is used as a feedback tool that focuses on improving quality within the



DMHAS system. It will also be posted on-line in December to allow consumers, family members and other interested parties to make informed decisions regarding treatment options.

Planned Applications

- **Critical Incident** – Application to track serious, high-profile incidents at a Provider that affect DMHAS. These types of incidents typically involve dangerous or criminal situations, and often end up being covered by the media. Providers will only be able to enter Critical Incident data for their own site, and can only view Critical Incidents that occurred at their own site.
- **Voluntary Admission Tracking System** – As part of Public Act No. 13-3 that broadens the mental health provisions that disqualify a person from possessing a gun permit for six months from the time of admission, psychiatric hospitals will be required to notify DMHAS when a person is voluntarily admitted to the hospital for care and treatment of a psychiatric disability. The Voluntary Admission Tracking System is a web-based application that will be used to track all admissions to hospitals for patients who are voluntarily admitted to Acute Psychiatric programs.
- **Health Information Technology** – DMHAS is in the process of implementing an electronic medical record. This is a multi-phase, multi-year project with the first phase being the replacement of DMHAS's current ADT system. Subsequent phases include the implementation of a pharmacy system, physician order entry, treatment planning, service scheduling and attendance, progress notes, and finally a fully implemented EMR.

FY 14 Technology Budget

• Hardware (Equipment refresh) -	\$400,000
• Software -	\$700,000
• Services (consulting) -	\$842,000
• Subscriptions -	\$0
• Telecom and Data -	\$98,000

FY 14 Technology Major Expenditures

- **Health Information Technology** – The 2014 expenditures related to this project include licenses, software modifications and consulting services. The total estimated 2014 cost is \$ 1.9 million.
- **Microsoft Upgrade** – Upgrading DMHAS from Office 2003 to Office 2010 and Windows XP to Windows 7. Project includes replacing 970 desktops that cannot be upgraded and increasing the memory on an additional 500. Total estimated cost including licenses, hardware upgrades and training: \$2 million
- **CVH Campus Infrastructure Upgrade** – Current infrastructure does not support current technology or the implementation of the EMR. Proposed solution includes new manholes and conduits to support new voice and data lines to each of the 25+ buildings on the CVH campus. Estimated cost is \$2 million.



- **OOO Phone System Upgrade** – The telephone system at Capitol Avenue complex is being replaced. The estimated cost to DMHAS is \$250K.
- **DOJ Remediation & Reporting** – Implementing the technology solutions required for DMHAS to comply with its settlement agreement with the Dept. of Justice at CVH. The estimated cost for FY14 is \$926K.



Department of Motor Vehicles

Mission

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

Technology Strategy

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

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

Technology Achievements

- DMV launched the first phase of the CIVLS Modernization efforts which included the procurement, design and constructions of the infrastructure as well as a public facing business function which is the License and Regulated business sections of the DMV which include Dealers and Repairers and the Driver Education Unit.
- DMV established an online appointment and payment system for learners permit knowledge tests. This system now operates in special test centers, located in Cheshire and Norwalk, to provide an alternative to waiting in line at a branch office. This is being rolled out in all full-service branch offices.
- Established an electronic queuing system in branch offices to improve customer flow.
- DMV has established a service which allows vendors for the Interlock Device program to receive violation information electronically for both adding and removing the violations.
- Established a free Wi-Fi service for customers in all braches to make their DMV visit productive and enjoyable.
- In accordance with PA 11-68, DMV, in cooperation with the Department of Veterans' Affairs, developed a program that allows qualifying veterans to have a US flag symbol placed on their drivers' license (or non-driver identification credential).



- DMV reduced the amount of time it takes to change/update a customer's driving record from two weeks to "real" time for accurate up-to-the-minute information.
- Commercial Driver License (CDL) Road Test Inspectors are using laptops to send results electronically. This eliminates the time-consuming manual entry of paper test results and deters test fraud while reducing the wait time for a CDL road test.
- Through the Intermingled Vanity Plate Program, vanity plates may be ordered with any combination of letters and numbers up to seven characters. This program now gives our consumers greater choices for the popular vanity plate option.
- CT DMV continues to use facial recognition (FR) technology to find and sanction identity theft and fraud. In 2012, over 200 credentials (licenses and identity cards) were revoked using the FR tool.
- The Commercial Vehicle Safety Division (CVSD) purchased a Computer Aided Dispatch/Records Management System (CAD/RMS). The installation of E-Citation printers in CVSD's 60 law enforcement vehicles making the agency the first in the state to completely outfit every cruiser with E-Citation capabilities.
- The implementation of the CAD/RMS system provides additional functionality for CVSD operations. Electronic records provide a paperless system for easy report retrieval, case management and statistical reporting abilities. The system also allows for live statewide mapping of cruiser locations to enhance inspector safety and supervisory oversight.

eGovernment

List of online services available–

- Established an online appointment system which allows the public to schedule learner's permit tests and pay online.
- Online Dealer and Leasing registration programs to process registrations for customers who purchase new vehicles. Annually, more than 315,000 online registrations transactions are performed, substantially reducing the number of in-person customer visits to branch offices.
- Online registration renewal for the public which eliminates the need for customers without compliance issues to come to DMV.
- The online dealer license renewal system is being use by 57 percent of dealers.
- Service which allows the public to check the status of their registration on line.
- Service to allow customer to check the availability of Vanity Plates.
- Service which allows authorized customer the ability to check driver histories for a fee.
- Service which allows the public to view wait times in DMV branches based on service type.
- On-line forms to allow consumers to file dealer/repairer complaints, change address and register a vehicle.
- Portal which allows Veteran's Affairs to supply the DMV with information regarding Veteran status.

List of online services requested by constituents

- Ability to access forms online.



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

List of online services planned

- Service that will allow CDL Drivers to self-certify that they meet medical certification criteria online.
- Service that will allow drivers to check to see if a suspended driver license has been restored by checking online rather than waiting in a phone queue.
- Service that will allow ePayment for IRP (international registration plan) truckers.
- Expansion of the online scheduling system to allow for scheduling additional appointment types in additional locations.
- Publication of more online forms.

CIVLS Release 2 (Registration)

- Web portal to allow authorized users to add or remove a delinquent tax exception on a customer or vehicle in real-time.
- Self-service web portal to allow customers to review registration compliance issues such as parking tickets and emissions late fees and pay those fees on-line.
- Online service which allows the public to select a method of communication, including ability to receive notices via email.
- NMVITS service to provide Vehicle Identification Number check at counter to identify stolen vehicles.
- Online facility which allows customers to terminate their registration (plate cancellation), replace mutilated license plates or reprint their registration.
- Online facility which allows customers to order special plates.
- Portal to allow Towing Companies check information for non-consensual tows.

CIVLS Release 3 (Licensing and Sanctioning)

- Change of customer characteristics such as address, organ donor status
- Check license compliance status on line
- Driver License renewal (every other cycle), duplicate,
- Driver history requests for individuals
- Pay suspension restoration fees on line



Planned Applications

- **CIVLS Release 2** - Implement Phase 2 of DMV's Modernization program which will set the foundation for DMV to move to a single view of customer across all DMV business processes as well as offer significant customer facing self service capabilities.
- **CIVLS Release 3** - Implement Phase 3 of DMV's Modernization program which will set the foundation for DMV to move to a single view of customer across all DMV business processes as well as offer significant customer facing self service capabilities.
- **Document Issuance** – DMV will engage a License vendor to establish a central Issuance process for issuing credentials, upgrade the facial recognition software and provide a complete redesign and security upgrade for the card design for all driver licenses and non-driver identification cards. These changes will reduce the risk of counterfeit cards, and reduce the risk of identity fraud.
- **Drive Only licenses** – implement PA13-89 requiring CT DMV to issue Drive Only licenses to persons who are unable to present current U.S. immigration documents.
- **Real-time Insurance Verification** - In conjunction with the CT Dept. of Insurance and DESPP to issue an RFP, select a vendor and implement a system to provide real time insurance verification for all Connecticut registered vehicles. This project will establish a system that will allow insurance coverage to be verified online in real time.
- **CVISN RFP** to issue an RFP, select a vendor and implement a system to CVISN is a collection of information systems and communications networks that support commercial vehicle operations (CVO). These include information systems owned and operated by governments, motor carriers, and other stakeholders. CVISN is one area that must be upgraded to a current and sustainable architecture that will effectively assure the State with a system that is operational for the foreseeable future.
- **CDL Medical Certificate solution** - The State of Connecticut Department of Motor Vehicles (CT DMV) is seeking to engage a vendor who will provide an Integrated Electronic CDL Medical Certificate solution (the "Solution") to assist CTDMV, commercial driver license ("CDL") applicants, CDL holders, the motor carrier industry, and certified medical examiners to comply with federal requirements of 49 CFR 383, to the extent those regulations apply to the accurate completion, data entry, storage, submission and reporting of CDL medical certifications.
- **PRISM** Performance Information Systems Management program - PRISM utilizes the commercial vehicle registration process of the States to improve motor carrier safety in two ways by determining the safety fitness of the motor carrier prior to issuing license plates and by motivating the carrier to improve its safety performance either through an improvement process or the application of registration sanctions. DMV requires equipment upgrades for this program.



FY 14 Technology Budget

Funding sources extend through multiple fiscal years including fiscal year 2014.

• Hardware	\$2,423,170
• Software	\$884,258
• Consulting Services	\$27,190,490
• Subscriptions	\$13,450
• Telecommunication and Data Services	\$2,294,032
• Total Funding	\$32,805,400

FY 14 Technology Major Expenditures

DMV expects to process the following purchase orders and expenditures in fiscal year 2014. Where funding allows expenditures will extend beyond fiscal year 2014.

• CIVLS Release 2 & 3 – Estimated expenditure	\$25,399,830
• Document Issuance – Estimated expenditure	\$1,137,824.
• Drive Only License – Estimated expenditure	\$850,000
• Real Time Insurance Verification – Estimated expenditure	\$600,000
• CVISN – Commercial Vehicle System Upgrade - Purchase Order	\$925,000
• CDL Medical Certification Solution – Estimated expenditure	\$433,000
• PRISM equipment upgrade – Estimated expenditure	\$100,116



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

- Meaningful Use Stage 1 and 2 – Message Bus designed, developed and deployed within DPH and DAS/BEST for Testing, Staging and Production. This Message Bus will be core technology for all HIE initiatives for DPH in the future
- Meaningful Use State Testing Portal (MUST) – developed for HL7 testing message between Immunization Registry and EP’s and EH’s that send immunization records to DPH. This platform will be expanded for MU-2, Clinical Quality Measures Reporting and Data Quality Assurance Reporting
- Migrate to MS-SQL from Oracle
- VDI project – Virtual Desktop Initiative – an initiative to replace desktop computers with “0 client devices” resulting in cost savings and increased productivity, reducing workstation refresh as well as technician time for deployment and maintenance.

Technology Achievements

- The Public Health Laboratory relocated to Rocky Hill which involved the following:
 - 90 Instruments were moved and reconnected
 - 200+ Desktop PC’s were configured and deployed
 - New Network/IP bases Phone system was deployed
 - New Network Infrastructure was deployed
 - Wireless Network deployed
- Infrastructure Team completed the network refresh project which involved:
 - Upgrades to all 14 hub room closets as well as the core switch in the basement PBX room have been completed
 - By using new switches, DPH has increased its internal speeds tenfold. According to our vendor, DPH is the only agency to date with this type of closet backbone.
 - Virtual Server Technology deployed



- Storage Area Network (SAN) implemented - retired and replaced an older SAN with a newer, more cost-effective model. The new SAN stores 28 terabytes of data.
- Voice over IP Technology deployed
- Wireless environment deployed at 410-450 complex
- 270 computers deployed as part of the desktop refresh initiative
- Development
 - Health Information Exchange Infrastructure was deployed within DPH
 - Requirements for the Meaningful Use Federal project for Stage 1 is on target

eGovernment

List of online services available

- Meaningful Use State Testing Portal (MUST)
- HORIZON LIMS External Web Portal

List of online services requested by constituents

- Meaningful Use Stage 2 and 3 for ELR, Cancer Registry, Syndromic Reporting, Immunization
- HIPAA security – IT security risk assessment for EPHI.
- PHONE UPGRADE for 410 complex

Planned Applications

MUST (Meaningful Use State Test) Portal

Secure communications and transport of HL7 messages and files to;

- MUST Portal - Meaningful Use Stage 1 - September 20th in production
- ELR and Cancer registry HL7 messages and files - Meaningful Use Stage 2

Apelon - Updates to Specific Routes and Universal Business Rules

Meaningful Use Stage 2 - On-boarding process for Immunization

PHINMS - RnR Replacement

Web Services - Non-PHINMS Gateway for Meaningful Use

CT EPHT - HEDSS

CTEDSS - (Disease Surveillance) Meaningful Use Stage 2



CTSITE - NBS (Rhapsody Replacement)

CTSITE - Blood Lead

ARRA - CIRTS

MAVEN upgrades to version 5.0 (CT EPHT, CT EDSS, CT SITE, CIRTS, TRAUMA)

CIRTS - Immunizations – Database Upgrade, new releases

Vital Records (EVVE)

Outpatient Reporting Portal

ABCMS (Applicant Background Check integration with DESPP)

Safe Drinking Water Information System - Lab-To_State Portal

Rhapsody Replacement (State Lab Only) with SSH Solution

WIC MIS modernization project

WIC - EBT integration Program

Vital Records Birth Registry System

Sexually Transmitted Disease Reporting Portal

ABCMS - Long Term Care Applicant Background Check Management System

OPHCA Hospital Performance metrics monitoring Website

Death Registry Conversion (Phase 2 to Electronic Birth Registry)

LIMS External Web Portal

FY 14 TECHNOLOGY BUDGET

Hardware	\$810,590
Software	\$833,041
Services (consulting)	\$1,750,000
Subscriptions	
Telecom and Data	



FY 14 TECHNOLOGY MAJOR EXPENDITURES

Maven Expansion for Sexually Transmitted Diseases

WIC Electronic Benefit Cards



Department of Rehabilitation Services

Mission

The Department of Rehabilitation Services (DORS) provides a wide range of services to individuals with disabilities, children, families and others who need assistance in maintaining or achieving their full potential for self-direction, self-reliance and independent living. Our programs, policies and practices are designed to promote employment, independence, equal access and self-sufficiency. DORS administers legislatively authorized programs, as well as a number of federal programs and grants, each with a common thread of serving individuals with disabilities.

Technology Strategy

DORS seeks to develop an Information Technology infrastructure that will facilitate a highly mobile and diverse program staff workforce. With a focus on efficient customer service, the Department intends to implement technology that will effectively support service provision and responsiveness to Connecticut Citizens with disabilities, employers, partners and staff.

As a newly consolidated Department, strategies to respond to future programmatic and business needs are presently being developed. At the present time, focus remains on meeting basic operational support needs. Multiple Local Area Networks, program applications, databases and desktop configurations affiliated with other Departments, yet belonging to the programs that now comprise DORS remain in production. Immediate goals for the Department include assuming primary support roles and responsibility for the functional areas and technology that remain fragmented at present.

One of the primary future technology goals for DORS is to implement a centralized Case Management System that will support the business requirements of the agency and many of the individual programs it administers. This new system would supersede existing DORS systems and processes, and allow many of the DORS programs to standardize operations using a centralized information management system. Additional goals include more efficient fiscal processing, improved data reporting, optimized agency workflows, enabling cross-program data sharing and allowing consumers the option of self-referral to programs and services.

Technology Achievements

- Implementation of software that automates the invoicing of customers of the Department's Interpreter Services Unit. This has greatly reduced business office staff time required to manually produce the invoices in CORE-CT.
- Implementation of a Distance Learning tool that allows for sharing of information with the community, training of department staff and vendors. The Connect-ability Distance Learning Initiative (DLI) is a free, accessible (508 and ADA compliant) online learning management



system (LMS). This LMS is web-based and allows for the administration, documentation, tracking and reporting of online training course modules, events and E-learning.

- In conjunction with the Department's anticipated move to a new building, the Bureau of Rehabilitation Services (BRS) within DORS has started a paperless office initiative. BRS is now in the process of scanning paper documents and storing them electronically, allowing improved data sharing among colleagues.
- The design and implementation of a Case Management Tool for the counselors working in the Deaf and Hard of Hearing Services program. Prior to the implementation of this system, this program relied upon paper folders to manage their caseloads. The new system will allow more efficient case management and enhanced reporting capabilities.
- The Bureau of Education and Services for the Blind (BESB) began the process of upgrading their primary Case Management Tool (Libera – System 7) to Version 7. This upgrade represents two full versions, and will allow BESB to use functionality improvements such as dashboard reporting and CORE interface. Complete implementation is expected during first quarter of SFY 14.
- Implementation of an in-house developed Case Management Tool for the Driver Training for Individuals with Disabilities program. This application allows for easier, paperless case tracking and required report compilation.
- Hardware refreshment of antiquated desktops/laptops for nearly one half of the Department. This allows for the establishment of a four year refreshment cycle, with replacement of 50% of the Department's end-user hardware every two years.

eGovernment

List of online services available–

- Implementation of three state websites: *www.ct.gov/dors, www.ct.gov/brs, and* www.ct.gov/connect-ability
- Development of intranet for DORS staff and employees to access employment related information.
- The website, <http://elearning.connect-ability.com/>, was created for job seekers with disabilities, family members, employers, educators, professionals, community providers, the general public and Vocational Rehabilitation counselors.

Planned Applications

- DORS has applied for and been awarded IT Capital Investment Funding for system requirement gathering related to a Department wide integrated Caseload Management System. A Request For Proposal to explore the costs and available solutions for such an application is expected to be issued in third quarter SFY 2014.
- Additional modules are expected to be added to the Distance Learning tool now in production. Enhancements include the tracking of staff training, which is required to be compliant with federal regulations.
- The Bureau of Education and Services within DORS expects to sunset the existing and antiquated Volunteer and Library Systems with conversion into System 7.



- Implementation of a cloud-based solution to aid in the management of employer contact information and expedient analysis and dissemination of job leads throughout the department.

FY 14 Technology Budget

• Hardware-	\$65,000
• Software Acquisition and Maintenance-	\$650,000
• Subscriptions-	\$95,000
• Services (consulting)-	\$530,000
• Telecom and Data-	\$200,000

FY 14 Technology Major Expenditures

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



Department of Revenue Services

Mission

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

Technology Strategy

Manual effort has given way to automation that enables “virtuality.” Heavy manual processing has been replaced by greater automation.

Comprehensive information sharing drives internal communication. An “open” but secure and accurate information sharing infrastructure is accessible in the office, in the field and at home.

Robust systems provide “whole taxpayer” account management. Our “outside-in” perspective makes the taxpayer, not the tax, central to our purpose.

User-friendly on-line reference material serves staff & taxpayers. Whenever feasible, plain-language, user-tested reference material on how to perform core business processes and taxpayer transactions is on line.

Work-flow software improves outcomes. When work activity requires coordination of multiple steps which may span a number of people or parts of the agency, coordination and current stats across the agency is available on line for review.

Technology Achievements

- Modernized e-File (MeF) electronic filing of Partnership and Corporation tax
- Accounts Receivable Scoring – added a Scoring Model to our Collection software to improve collectability of debts.
- Refund Validation project used to identify potential refund fraud.
- Upgraded Data Loss Preventions server application and client agent software
- Addressed several IRS Pub 1075 security requirements within the Data Warehouse environment
- Configured, tested and deployed Internet Explorer version 8 to entire agency.

eGovernment

List of online services available–

- Taxpayer Service Center (TSC)
- Self-Service Payment Plan application and approval (Amnesty, Main DRS Site)
- Micro Site



- Refund Validation Quiz
- Language translator

List of online services requested by constituents

- Expanded tax type filings
- Searchable databases of tax topics

List of online services planned

- MeF – addition of the 1041 form
- Additional forms will be added to the existing mandatory electronic filing category
- Increase mandatory electronic filing / payment requirements for Withholding and Sales and use Tax filings

Planned Applications

- Windows XP to Windows 7 upgrade
- MS Office 2003 to MS Office 2013 upgrade
- DTax to Revenue Premier upgrade (Tax Compliance Software)
- Mef – additional tax forms
- IFTA –Replacement of the existing system - International Fuel Tax Agreement (IFTA) for the State of Connecticut. IFTA is a cooperative agreement of fifty-eight (58) member jurisdictions established for the administration and collection of fuel use tax from motor carriers.
- SharePoint 2013 rollout – Legal application will be first workflow / collaboration project. Workshops with business units identified an additional 40+ opportunities for collaborative /workflow processing within units.
- Document Management – Prior to the Agency relocation
- Mobile Applications
- Certified Mail process – Automate and streamline the use of certified mail to be compliant with the State Statute.
- Website re-design
- Payroll Processors (ADP) – Standardize an Electronic Bank transmission (multi State project)
- Direct Payment Warehouse – retire the last running application from the Mainframe

FY 14 Technology Budget

Hardware	\$620,311
Software	\$54,575
Services (consulting)	\$154,430
Subscriptions	None
Telecom and Data	\$639,600

FY 14 Technology Major Expenditures

- Document Management Software
- Document Management Hardware



- IT modernization Project – Analysis from this project will identify the Agencies future technology needs and the funding that will be required.



Department of Social Services

Mission

The Connecticut Department of Social Services provides a continuum of core services to:

- Meet basic needs of food, shelter, economic support and health care
- Promote and support the choice to live with dignity in one's own home and community
- Promote and support the achievement of economic viability in the workforce

We gain strength from our diverse environment to promote equal access to all DSS programs and services.

Technology Strategy

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

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

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

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

Technology Achievements

- BY October 1, 2013, DSS will have fully implemented its ConneCT project also known as the Modernization of Client Service Delivery. ConneCT provides on-line eServices to DSS customers (applications, redeterminations, change reporting, and MyAccount functionality) as well as IVR capabilities. This new technology allows for easier customer access/self-service to DSS programs. In addition, Call Center technology, and Document Imaging and Workflow provide the DSS eligibility staff with more efficient tools for the administration of DSS programs.
- DSS has completed implementation of a new online module to report, analyze and measure agency contractor's work on Nurturing Families Network required tasks and services.
- DSS has implemented a new internal agency-wide tracking system for the new regional processing / client queuing process.



eGovernment

List of online services available–

- On-line web applications
- On-line web redeterminations
- On-line web change reporting
- On-line client account maintenance and reporting (MyAccount)
- Nurturing Families Network data system

List of online services requested by constituents

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

List of online services planned

- Provide the DSS Uniform Policy Manual online

Planned Applications

- For an October 1, 2013 implementation, DSS is partnering with Access Health CT to incorporate the MAGI Medicaid requirements into a new eligibility system for insurance coverage based on the federal mandates set forth in the Affordable Care Act (ACA).
- DSS’ existing legacy eligibility system, known as EMS, was originally implemented in 1989. Although stable, the system is difficult to maintain as well as enhance given the technology. With Federal government approval and funding, DSS has embarked on a project to replace EMS with a state of the art eligibility system. To maximize federal dollars for maintenance and support ongoing, the new eligibility system must be implemented by December 31, 2015.
- DSS is working with Change Innovation Agency LLC to develop and implement a new regional processing methodology including a reception tracking tool to measure and quantify the new process.
- Child Day Care Center vendor (contracts) and consumer online management system
- Contractor Portal for Social Services Block Grant / TANF federal reporting

FY 14 Technology Budget

• Hardware	\$3,680,089
• Software	\$12,770,868
• Services (consulting)	\$1,918,633
• Subscriptions	
• Telecom and Data	\$1,902,796
• Special Projects (below)	\$60,901,198



FY 14 Technology Major Expenditures

- ConneCT
- Health Insurance Exchange / Integrated Eligibility
- Health Information Exchange
- Analytics Infrastructure



Department of Veterans Affairs

Mission

The mission of the Department of Veterans' Affairs (DVA) is to serve Connecticut's 280,000 veterans by advocating for veterans' interests and assisting them in obtaining entitlements and benefits through the Office of Advocacy and Assistance. In addition, the agency provides direct health, social and rehabilitative services through the Veterans' Health Care Facility, residential facility, and rehabilitative services/ programs. These services are provided by the Veterans' Home and Hospital in Rocky Hill.

Technology Strategy

The technology strategy of the Department of Veterans Affairs is to work in partnership with the DAS/Bureau of Enterprise Systems and Technology in order to support the agency mission in a cost efficient manner. A special focus will be placed on meeting end user needs through the use of enterprise solutions.

Technology Achievements

- Transitioned agency from self-supported to DAS/BEST supported model
- Migrated users to enterprise e-mail system
- Developed requirements and obtained approval for new Electronic Medical Records application to replace legacy application.
- Worked with Department of Motor Vehicles on Veterans driver's license status project.

eGovernment

List of online services available-

- None

List of online services requested and planned:

- None

Planned Applications

- Electronic Medical Records replacement system



FY 14 Technology Budget

- Hardware
 - Maintenance \$57,009
 - Refresh \$61,200
- Software
 - Maintenance \$45,685
 - Upgrade \$23,000
- Services (consulting) \$0
- Subscriptions
- Telecom and Data \$50,000

FY 14 Technology Major Expenditures

- Electronic Medical Records



Department of Transportation

Mission

The mission of the Connecticut Department of Transportation is:

- 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.

Technology Achievements

- Technology Services developed a VDI (Virtual Desktop Infrastructure) to optimize the way programs and data are accessed by remote construction field offices. This approach reduces hardware and support costs and provides better performance to end users.
- Developed an in house application for the State Traffic Commission that arose from the STC LEAN process review. This has resulted in a significant increase in efficiency via electronic automation that provides faster tracking, recording and processing within the State Traffic Commission.
- Developed an in house application for Finance that accurately tracks and automates DOT Federal Aid funding.
- Developed an in house application that automates the reporting of road closures across the state during severe weather emergencies. Road closures from all the districts are reported via a web-based interface to a central database that consolidates and automatically posts the information to the DOT public website. This can then be used by the public and state EOC during emergencies for accurate, up-to-the-minute information on the latest road closures and openings.
- Developed an in house application that automates Equipment and Repair Charges which provides an increase in efficiency and accuracy across all of the DOT's Maintenance Garages.



The new system has saved an average of 2 manpower hours per day of processing time throughout 48 Maintenance Garages (total savings of 96 manpower hours per day).

- Tablets for Bridge Inspection were rolled out in a Technology Services pilot. The tablets include a video camera and software that allows field inspectors to video conference directly with DOT Engineers. Detailed images of bridge structure are sent back to DOT Headquarters from the tablets that will assist engineers in making decisions without ever having to leave the building. The pilot was a success and the DOT is currently waiting for FHWA funding to put bridge inspection tablets into full production this FY.
- In house redesign of DOT Website has given the DOT website a new look and feel with easier navigation. The redesign was based on site analytics which identified which pages were getting the most hits. The redesigned Internet page features an automated Twitter feed that automatically keeps travelers informed of road conditions. The redesign also included new mobile apps pages for both iPhone and Android. In addition to traffic advisories and access to traffic cameras, the apps also include quick links to Metro-North and Amtrak rail services including schedules and fare information, bus schedules and routes and more. Each app can be easily accessed and installed on a smartphone directly from the DOT website by scanning the Quick Read or “QR” barcode graphic.

eGovernment

List of online services available-

- CVISN Oversize/Overweight Online Permitting System

List of online services requested and planned:

- Online permitting for Encroachment Permits and Livery Permits.

Planned Applications

EXOR: EXOR will consolidate current disparate systems and data sources and integrate with multiple systems to deliver the following:

- Provide a single cartographic highway network - one map representing a single source of trusted data.
- Capability to maintain a cartographic highway network that meets Department linear referencing and routing requirements.
- Provision of a geospatial asset data warehouse for both on network and off network assets.
- Replacement of the Roadway Information System (RIS), and a phased approach for integrating with other existing CTDOT Management systems.
- Address reporting requirements.
- Geospatial and LRS Integration with the Department’s ProjectWise Online document management system.
- Web publishing and dashboard reporting capabilities.

Sign Inventory: Statewide Highway Sign Inventory and Maintenance Management Program

SMS: Structural Management Inspection and Maintenance System for State Bridges



Bridge Analysis Software: The Department is required to utilize software capable of meeting AASHTO design specification guidelines for calculating load carrying capacities on our existing and proposed bridges. The Virtis and Opis bridge analysis systems from AASHTO will be utilized for this purpose.

CT Crash Records Improvement Plan: Develop a MMUCC compliant crash reporting system by January, 2015 and achieve 100% electronic crash reporting from law enforcement agencies.

Numara Footprints: Implement BEST Enterprise Help Desk system.

AssetWorks: Will replace the current Synergen Fleet Management System.

TAM Software: Federal highway legislation, *Moving Ahead for Progress in the 21st Century (MAP 21)*, requires the Department to have a comprehensive Asset Management Plan. Transportation Asset Management (TAM) software will provide predictive analysis to address infrastructure preservation, operation, and improvement and will enable the DOT to be MAP 21 compliant.

Project Management System: A new project management system to track targeted versus actual for the various milestones within a design project. Having the ability to analyze and report this data will allow DOT to implement project delivery performance indicators and measures.

CRLMS Software: The Civil Rights Labor Management System (CRLMS) is an optional component of the AASHTOware software used by the DOT. This software provides federally required DBE tracking, tracks prompt payment to subcontractors, goal achievement and also tracks prompt submission of certified payrolls and wage payment which are required by the Davis-Bacon and Related Acts provisions in our Federal contracts.



FY 14 Technology Budget

• Hardware	\$1,308,055
• Software	\$1,433,722
• Services (consulting)	\$6,000
• Subscriptions	
• Telecom and Data	\$898,504

FY 14 Technology Major Expenditures

- Telephone system replacement at DOT Headquarters
- Exor
- Structural Management Inspection and Maintenance System for State Bridges
- CT Crash Records Improvement Plan
- AssetWorks Software
- Transportation Asset Management software
- Project Management System



The 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

To ensure that staff members have computers, software, and technology to perform their responsibilities. Also, to be sure we are able to continue to meet the responsibilities of the citizens of Connecticut, collaborating agencies, and staff as needed and requested.

Technology Achievements

Some of our achievements in the last fiscal year include upgrades to our switches in New Haven, keeping current with software and hardware products as needed by our CAES clients for all locations, upgrade to the Department of Analytical Chemistry with wireless capabilities as a part of an agency pilot program to connect computers and scientific instrumentations, upgrade of laptops and printers for our inspection staff members, upgraded our circuit in New Haven for faster and more efficient processing of online and email responsibilities and communications.

eGovernment

List of online services available–

- Nursery Grower Registration
- Nursery Dealer Registration
- Beekeeper Registration
- Permit to move firewood/wood products (new for 2013)*
- Emerald Ash Borer (EAB) Specialized Permit (new for 2013)*

List of online services requested by constituents

- All CAES publications (new publications added as they are available)

List of online services planned

- Electronic submission of Nursery Dealer Registration, Nursery Grower Registration, Beekeeper Registration, and Permit to move Firewood/Wood Products (these are all screen fillable, but not able to submit electronically)
- Would like to add Permit to move Firewood/Wood Products to the CT-CLIC site (new for 2013)*



- Would like to add Emerald Ash Borer (EAB) Specialized Permit to the CT-CLIC site (new for 2013)*

Planned Applications

- Continue with the participation in CT-CLIC program and potential to expand into CT e-Licensing program as needed
- Would like to continue with and complete the Plant Diagnostic Database. Expand the Diagnostic Database to include our Insect and Soils Diagnostic Laboratories
- Continue with expanding our wireless work environment as needed by our staff
- Upgrade our server in New Haven
- Installing a computer/monitor kiosk in our newly renovated Jenkins-Waggoner Laboratory

FY 14 Technology Budget

• Hardware	\$25,000.00
• Software	\$15, 000.00
• Services (consulting)	\$12,000.00
• Subscriptions	\$0.00
• Telecom and Data	\$25,000.00

FY 14 Technology Major Expenditures

- none



Criminal Justice Information Systems Governing Board

Mission

The Criminal Justice Information System (CJIS) Governing Board is comprised of members representing different criminal justice responsibilities with a mission to oversee criminal justice information systems (CJIS). CJIS is the umbrella term for the activity among agencies with criminal justice responsibilities to bring greater cohesion and effectiveness by improving the way we communicate and share information across system components, and how we manage data on crime and criminal offenders.

Through the CJIS initiative, several component projects are aimed at bringing greater cohesion and effectiveness to our criminal justice system by improving the way we communicate and share information across system components, and how we manage data on crime and criminal offenders

Technology Strategy

To provide cost effective technology solutions that connect criminal justice professionals to the appropriate sources of data to perform their mission. To make sure users have:

- The right data.
- In the right format.
- At the right time.
- Supporting critical business processes.
- Improving public service.
- Improving public safety.

Technology Achievements

- Move OBTS Oracle database to Microsoft SQL database
- Implement CISS search for OBTS

eGovernment

List of online services available–

- None

List of online services requested by constituents

- None

List of online services planned

- None



Planned Applications

- Criminal Justice Information Sharing System (CISS)

FY 14 Technology Budget

Capital Costs

CISS Consulting Service e.g. MTG	\$500,000
Hardware	\$300,000
Software	\$3,000,000
CISS Development and Interfaces	\$500,000
Contingency	\$420,000
Total	\$4,720,000

Operational Costs

Staffing	\$1,040,000
Maintenance and Support	\$2,110,000
Total	\$3,150,000

FY 14 Technology Major Expenditures

- Criminal Justice Information Sharing System



Military Department

Mission

Protect life and property and preserve peace, order and public safety. The principal components of the Military Department are the Army and Air National Guard and the Units of the organized Militia. It augments state and local civil authorities in case of emergencies beyond their capabilities and provides assistance to local areas through community service programs. The National Guard also performs its federal mission as the primary augmenter to the active federal military forces.

Technology Strategy

The State Military Department and Hartford Armory Department of Information Technology foresees itself as the point of contact or a central hub for all IT Solutions and Services for all of Connecticut's remotely located Armories around the state.

Technology Achievements

In 2013, the State Military Department/Hartford Armory added a new resource to focus on technology. Prior to this, there have only been minor technological achievements and improvements. The department offers in-house IT assistance, training and solutions to its end-users and has created its first technology budget. Technological achievements in the last FY are as follows:

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

eGovernment

List of online services available--

Military Family Relief Fund

- The MFRF has been established by the Connecticut General Assembly to make grants to immediate family members of military service members residing in the state of Connecticut.

Wartime Service Bonus

- The Connecticut General Statutes Section 27-61a provides for a wartime service bonus, given to current and former members of the Connecticut National Guard for serving on active duty on or after September 11, 2001.
- Youth Activities
- The State of Connecticut Military Department operates several programs in conjunction with the Army & Air National Guards and Militia Units to support youth activities and send a strong anti-drug message.
- Connecticut Military History



- State Militia Units
- Governor's First Company Foot Guard
- Governor's Second Company Foot Guard
- Governor's First Company Horse Guard
- Governor's Second Company Horse Guard
- National Guard Historical Records

State Armory Facilities Address & Directions List of online services requested by constituents

- N/A

List of online services planned

- More Robust and a much more informative Agency Website Directory
- Multimedia & up-to-date News and Bulletin and other relevant information for Military Families
- Sponsors and Patrons Informational Page
- Soldier Profile Page
- Connecticut Military Department Organizational Chart

Planned Applications

N/A

FY 14 Technology Budget

As of July 2013, an extremely conservative Information Technology budget has been adopted for the newly created Department of Technology at the State Military Department/Hartford Armory. An estimated budget amount of \$10,000 to \$15,000 from *Fiscal Year start* to *Fiscal Year end* has been agreed upon for the department's overall spending costs. This technology budget has also been projected out for the next five years. The newly established Information Technology budget seeks to improve some basic IT infrastructure issues at the Military Department (State Side) including hardware, software upgrade, and Telecommunications. An estimated, designated spending amount for each of these areas has not yet been determined.

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

FY 14 Technology Major Expenditures

- none



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.

Technology Achievements

- Migration of all servers to a central location in Rocky Hill.
- Migration from a Novell operating system to a Windows environment.
- Replacement of all desktops and laptops throughout the agency's sixty (60) office locations with new office software.
- Migration to Microsoft Exchange mail hosted by DAS/BEST.
- Upgrades of all of the agency Switches to accommodate new architecture.
- Implementation of a VOIP phone system in the Chief State's Attorney's Office, including upgrade of agency network
- Creation and standardization of all legal templates for Attorneys, Inspectors, and Clerical staff.
- Implementation and Deployment of an Enterprise Storage solution that includes a Storage Area Network (SAN), Disk 2 Disk backup (D2D), and a Tape Library (MSL).
- Implementation of Microsoft System Center for management of the IT environment.
- Planning and Installation of a building wide Generator for the Chief State's Attorney's Office.
- Planning and Installation of Fire Suppression System.
- Implementation of the JB Alert system for employee notifications.

eGovernment

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

Planned Applications

The agency has started a project to review requirements for a new Case Management system. A system is required to support the statewide Criminal Case Management needs of the Division of criminal Justice (DCJ). The project will include a central repository of criminal case data to be shared statewide by all DCJ Districts and Bureaus and integrate with the statewide Criminal Information Sharing System



(CISS) that is being developed by CJIS. It is unclear at this point whether the Case Management System will provide sufficient Document Management functionality for the DCJ needs and whether the DCJ may need to implement a separate Content Management solution.

FY 14 Technology Budget

• Hardware	\$473,988
• Software	\$230,000
• Services (consulting)	\$438,416
• Subscriptions	\$102,500
• Telecom and Data	\$75,550

FY 14 Technology Major Expenditures

Purchase of Case Management System/Software: \$5,000,000 - \$9,000,000



Office of the Attorney General

Mission

Attorney General represents the interests of the people of the State of Connecticut in all civil legal matters involving the state to protect the public interest, and to serve as legal counsel to all state agencies. Among the critical missions of the office are to represent and advocate the interests of the state and its citizens as vigorously as possible, to ensure that state government acts within the letter and spirit of the law, that public resources are protected for present and future generations, that the quality of life of all our citizens is preserved and enhanced, and that the rights of our most vulnerable citizens are safeguarded

Technology Strategy

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

Technology Achievements FY 13

- Hardware Server Re-fresh
- Backbone upgrade to 10GB
- CaseTrack Software changes to extend product life

eGovernment

- Standard web interactions (Web forms, eAlerts, Facebook, Twitter) with constituents
- Planned FY14 online customer contact form

Planned Applications

- Legal Matter Management Solution Project
- Online customers contact/complaint form

FY 14 Technology Budget

- | | |
|--|-----------|
| • Hardware – estimated budget | \$385,000 |
| • Software – estimated budget | \$325,000 |
| • Services (consulting) – estimated budget | \$225,000 |
| • Subscriptions/support - estimated budget | \$80,000 |
| • Telecom and Data - | |



FY 14 Technology Major Expenditures

- Legal Matter Management Solution Project - FY14
- Desktop Re-Fresh - FY14



Office of Consumer Counsel

Mission

The Office of Consumer Counsel serves as a strong independent voice for Connecticut's public utility and telecommunications consumers through advocacy and customer education.

Technology Strategy

The OCC strives improve the user friendliness of its website to create a customer-centered focus and provide notice of public utility regulatory activities relevant to OCC's constituency, the public utility service customers of this state, including all communities, citizens, and businesses. By continuing striving to improve the OCC's website design and content, we hope to enhance OCC's e-government response to the needs of our readers.

We believe our site within the state Internet gateway is essential to providing online services for our website visitors, by making it easier for citizens to locate the online services they need regarding the regulation of public utilities, and for those citizens to have the opportunity to be informed and interact with the regulatory process through the availability of online information and regulatory links provided by the OCC.

Technology Achievements

- OCC legislative testimony, newsletters, annual reports, and utility services "scorecards" are available electronically, by year and topic.

eGovernment

- *OCC newsletters, annual reports, and utility services "scorecards" are available electronically, by year; and
- Latest News, regularly updated with comprehensive links and information detailing all aspects of the OCC's activities;
- Legislative Testimony, listed by topics and the year of the General Assembly session in which OCC testimony was presented;
- Links to pertinent federal, state, and local government websites; and
- OCC has audio-visual equipment in its office space capable of producing video presentations and conferencing.

List of online services requested by constituents

- We have reason to believe, based in part on the experience of sister agencies in this state and others that our constituents might be well served by having access to social media notification services.

List of online services planned



- It is possible that the OCC's website could provide social media notifications in the near term. The OCC does not contemplate providing interactive services due to the nature of the agency's authorizing statute powers (C.G.S. Section 16-2a) and the potential for conflicts of interests inherent in the regulatory process. It would be useful to review web traffic statistics to improve the responsiveness of the agency's website.

Planned Applications

- The OCC's website provides information and templates related to a specific regulatory process within state government, public utilities services, with a focus on the ratemaking process. We hope to engage all consumers of these services in the regulatory process, but the OCC's focus is on the entire population and the agency does not directly interact with individual consumers nor provide them services of any kind. Thus, we do not plan to put interactive applications on our website.
- The OCC has audio-visual equipment in its office space capable of producing video presentations and conferencing, but this equipment is underutilized so the agency could use assistance from DAS in developing a program for this equipment.

FY 14 Technology Budget

- The Office of Consumer Counsel does not plan any expenditures at this time.

FY 14 Technology Major Expenditures

- None.



Office of Governmental Accountability

Mission

The Office of Governmental Accountability was established in order to provide Human Resources, administrative and information technology support to nine previously separate agencies. These nine Boards, Commissions, Offices and Council retain their independent decision making authority, but now have unified support services provided by the office of Governmental Accountability.

Technology Strategy

Current infrastructure responsibilities of the Office of the Executive Administrator IT are:

- Wiring
- Network
- Phones/faxes
- Desktop Hardware
- Operating System
- Monitor/projectors
- Scanner/copiers
- Printers
- Email
- Drive Storage
- Backups
- Servers
- Virus protection
- MS Patches
- IT Security/Monitoring

Technology Achievements

- The Office of Governmental Accountability made efforts to ensure all constituent Boards, Commissions, Offices and Council received needed computing hardware upgrades to achieve stable computing environments in which the constituents could carry out their individual missions.
- The Office of Governmental Accountability initiated the implementation of a Case Management System to serve the needs of its constituent Boards, Commissions, Offices and Council. Although approximately two-thirds of the constituents are participating in this initiative, the chosen solution provides scalability to accommodate future buy-in.

eGovernment

State Elections Enforcement Commission - Electronic Campaign Reporting Information System (eCRIS)

Office of State Ethics - Statement of Financial Interest filing system & Lobbyist Filing System



List of online services requested by constituents

- n/a

List of online services planned

- n/a

Planned Applications

Legal Files Case Management System

FY 14 Technology Budget

FY 14	Technology Budget Request										
Division	Hardware	Software	Services	Subscriptions	Telecom and Data	Total					
OEA	63,000	38,800	25,000		87,600	214,400					
SEEC	50,000	17,990	10,000			77,990					
OSE	17,800	10,200	31,588			59,588					
FOIC	7,000	6,400			35,000	48,400					
OCA	0	0	0	0	0	0					
JRC	0	0	0		0	0					
OVA	0	0	0		0	0					
FPE	0	0	0		0	0					
JSC	0	0	0		0	0					
Totals	137,800	73,390	66,588	0	122,600	400,378					

FY 14 Technology Major Expenditures

- Up to \$220,000 for Legal Files Case Management system



Office of the Healthcare Advocate

Mission

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

Technology Strategy

OHA's goal is to employ technology that will allow them to more effectively assist consumers with healthcare issues.

Technology Achievements

As OHA is administratively attached to the Insurance Department, they will share in the disaster recovery arrangement between CID and Eastern Connecticut State University. This will allow the Healthcare Advocate to utilize a hot site at ECSU's facility, which will be maintained by the Insurance Department.

eGovernment

List of online services available – none

List of online services requested by constituents - none

List of online services planned - OHA has no eGovernment plans at this time.

Planned Applications

- none

FY 14 Technology Budget

- Included under Insurance Department

FY 14 Technology Major Expenditures

- none



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

Take advantage of the services offered by BEST to provide basic infrastructure support where appropriate. This will free up IT resources to be used in helping OPM staff better support the mission of the agency.

Consolidate servers where appropriate to manage them more effectively

Leverage new technology to help meet the goals of the agency

Technology Achievements

- Upgraded legacy tape backup system to new TSM solution offered by BEST
- Moved agency computers into the Active Directory EXEC domain.

eGovernment

List of online services available–

- Renters Rebate website – online application portal for elderly renters program *
- ArcGIS online – easy way to create web maps *

Planned Applications

- Production rollout of new electronic grants management system for Criminal Justice Division
- Small Town Economic Assistance Program (STEAP) website for tracking grant funds through this program
- Develop a new Sharepoint site for the agency to foster collaboration and knowledge sharing.



FY 14 Technology Budget

Hardware

- SQL Server upgrade for agency applications \$5,000
- Wi-fi \$17,000

Software

- BMC Footprints Asset Core \$8,000
- SQL Server \$17,000

Services (consulting)

- Hosting services \$36,000

Subscriptions

- MSDN \$1,700

Telecom and Data

- Voip phones \$80,000
- Network switches \$120,000

FY 14 Technology Major Expenditures

PC Refresh for agency \$200,000



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 RAC to create highly available multi-node Linux based Intel server clusters. The application and presentation tiers are virtualized and hosted with VMware VSphere technologies. 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.

Technology Achievements

The Core-CT upgrade project. This consisted of upgrading the PeopleSoft HRMS, Finance, Portal and data warehouse applications from version 8.9 to version 9.1 . The project also added additional functionality in the areas of asset management, procurement and payroll.

Enabled Core-CT ePay functionality for employees. This provided on-line access to view paycheck information and eliminated the printing of direct deposit advices.

Converted the legacy mainframe retirement payroll system to Oracle's PeopleSoft HRMS (Core-CT).

eGovernment

List of online services available–

- Vendor Self-service - Vendor Self-Serve (VSS) allows vendors to log into Core-CT to check on outstanding invoices, confirm payment information, review address information, or reconcile accounts receivable online.



- eRecruiting (Planned) - Utilize Core-CT to electronically create a job posting and allow applicants on-line functionality to search job postings and submit applications and resumes.

Planned Applications

Migration of the State's pension administration system from a legacy mainframe application to PeopleSoft's pension administration system (Core-CT).

Implementation of Oracle's BI analytics (OBIEE). The project will be implemented in two phases.

Phase 1

- Human Resource Analytics
- Financials Analytics
- Procurement and Spend Analytics

Phase 2

- Supply Chain and Order Management Analytics
- Project Analytics
- Service Analytics

FY 14 Technology Budget

Hardware

- Servers and storage to support the BI project \$1M

Software

- Maintenance renewals \$2.5M

Services (consulting)

- Consulting services for the pension project \$2M

FY 14 Technology Major Expenditures

- Consulting service for phase 1 of the pension project \$2M



Office of State Ethics

Mission

The Connecticut Office of State Ethics (OSE) practices and promotes the highest ethical standards and accountability in State Government by providing education and legal advice, ensuring disclosure, and impartially enforcing the Codes of Ethics. The OSE is committed to providing the best possible customer service.

Technology Strategy

One of the four key Initiatives of the OSE Strategic plan is technology (the others are efficiency, communication and Board operations) stated as “We will maintain robust and updated technology applications to provide efficient and excellent customer service.” Our goals include developing a case management system, strategically instituting social media policies and programs and improving lobbyist reporting on line for public use. This strategy also calls for maintaining our existing applications and ensuring that they are compatible with all browsers.

The Code of Ethics for Public Officials (§ 1-83 (a) (1)), provides that elected officers, members of the General Assembly and certain other state officials and employees file yearly Statements of Financial Interests (SFIs) with the OSE. While filing is voluntary, the OSE encourages online filing; The Code of Ethics for Public Officials (§1-9??) mandates online registration and reporting by business organizations (firms that employ communicator lobbyists), client lobbyists, and in-house communicator lobbyists.

Technology Achievements

In FY 2013, the OSE improved its outreach efforts and as a result, 92 percent of filers completed their 2012 SFI online by the May 1, 2013 deadline up from 89 percent the prior year.

eGovernment

List of online services available–

- Online filing of annual SFIs (voluntary)
- Online management of SFI filers for agency ethics liaisons and compliance officers
- Online filing of lobbyist registration and financial reports (mandatory)
- Online filing of necessary expenses reports
- Online training on the Codes of Ethics
- Online streaming video of training on the Codes of Ethics
- Rebranding and redesign of website to provide more information and transparency

List of online services requested by constituents

- Online posting of annual SFIs



- Online posting of Marshals' SFIs

List of online services planned

- Online posting would require a statutory change
- Online requests for advice
- Upgrade and improve reports in lobbyist filing application

Planned Applications

The filing applications of the OSE were created in 2008 and went live in December 2008 for the 2009-2010 biennium. As the applications approach their sixth year in operation, maintenance and updating needs have increased significantly. The FY 2014 budget includes a new IT Analyst position with development experience to maintain the system without using expensive outside consultants. Once the IT Analyst becomes familiar with our system, the OSE will create a statement of needs that may require additional expenditures in order to maintain the applications. The OSE is exploring integrating our Laserfiche document management system with our website to provide greater public access to documents of the agency, including staff opinions provided on a daily basis to individuals seeking advice about the application of the Codes of Ethics. The Laserfiche system may also provide the OSE with the ability to better manage its requests for opinions.

FY 14 Technology Budget

- Hardware - \$17,800
- Software – \$10,200
- Services (consulting) – \$31,588
- Subscriptions –
- Telecom and Data –

FY 14 Technology Major Expenditures

- none



Connecticut Office of the State Treasurer

Mission

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

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

Technology Strategy

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

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

Technology Achievements

- The Treasury is in the processing of migrating to a new Master Custodian of the \$26 billion pension funds. The Treasury IT department is working with BNY Mellon to make sure the changeover is successful.
- The Treasury and CORE CT have been working on several projects. The Treasury has legacy in-house financial programs and a turnkey accounting package. The OTT staff and members of the CORE CT financial team have been working on how to integrate these programs into CORE.
- The OTT staff and DAS/BEST are working to incorporate the FileNet Enterprise Content Management system.
- OTT is in the process of implementing the DAS/BEST BizNet system for the Pension Funds Management division. The application will streamline a very labor intensive workflow with our potential vendors. We see numerous applications at the Treasury that would be a good fit for the BizNet tool.
- The Office of the Treasurer and the Connecticut Agricultural Experiment Station has a disaster recovery agreement. In the agreement they'll allow us to store disaster recovery equipment at the facility and use part of their facility if needed. This year we have upgraded Server hardware and configured a VMware environment for restoring servers.



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

eGovernment

Office of the Treasurer's Web Site

- The Big List - In Connecticut, the Office of State Treasurer collects and safeguards money and other valuables which have been unclaimed by Connecticut residents for a specific period of time, generally three to five years. Unclaimed assets include, but are not limited to: savings or checking accounts, un-cashed checks, deposits, stocks, bonds or mutual fund shares, travelers' checks or money orders and life insurance policies. The Big List is where people can check to see if their name is on the list.
- STIF Express - The Treasurer's Short-Term Investment Fund (STIF) is a Standard & Poor's AAAM rated investment pool of high-quality, short term money market instruments managed by the Cash Management Division of the State Treasurer's Office. Created in 1972, STIF serves as an investment vehicle for the operating cash of the State Treasury, state agencies and authorities, municipalities, and other political subdivisions of the State. STIF Express gives on line access to the customer's account.
- Connecticut Higher Education Trust - CHET is a tax-advantaged, low cost savings program specifically designed to help families save for future college costs. The funds can be used at accredited colleges and universities across the country, including vocational and technical schools, and some colleges abroad.
- BuyCTBonds - is a website that provides interested investors with information on State of Connecticut bonds when they are offered for sale to the public. This website is used in advertising (print, digital and radio) when bonds are offered for sale. Included in this site: information on the State (economic, geographic, credit, etc.); information on the bonds being offered for sale (terms, maturity dates, security, broker phone numbers)
- Information Report for Potential Vendors - Vendors and prospective vendors of the Office of the Treasurer are required to download and complete the Employer Information Report which provides demographic information regarding the workforce of such firms.
- Financial Education: Financial Football - Financial Football is a fast-paced, interactive game that engages students while teaching them money management skills. Teams compete by answering financial questions to earn yardage and score touchdowns.
- Big Time Saver - The Office of the State Treasurer and the Hartford Animation Institute collaborated with the acclaimed Hartford Courant Newspapers in Education program to bring "Big Time Saver" financial literacy lessons to fourth through sixth grade students throughout Connecticut. The series teaches kids the importance of savings and other money related topics. Funding for this series was provided by Bank of America-Connecticut.

Online services requested by constituents



- Investor services for financial advisors, underwriters and bond counsels

List of online services planned

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

Planned Applications

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

FY 14 Technology Budget for OTT

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

FY 14 Technology Major Expenditures by OTT

We have two major projects that are planned to start in Fiscal Year 2013-2014.

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



Office of the Victim Advocate

Mission

The Office of the Victim Advocate (OVA), seeks to ensure that the victims of crime become an integral part of the criminal justice system. Through public education of the rights and services available to crime victims, collaboration with law enforcement and service providers, as well as court and legislative advocacy, the OVA believes that the voices of crime victims will become a necessary component of our state.

Technology Strategy

When an issue or need arises, the OVA works closely with the Information Technology Team at the Office of Governmental Accountability to seek options and/or troubleshoot any concerns.

Technology Achievements

The OVA in conjunction with the OGA has researched and initiated the implementation of a Case Management System to better serve the needs of the agency and assist in the implementation of a disaster recovery plan.

eGovernment

List of online services requested by constituents

- Facebook

List of online services planned

- The OVA is currently updating the agency website to provide more consistent and relevant information.

Planned Applications

none

FY 14 Technology Budget

- none

FY 14 Technology Major Expenditures

- none



Secretary of the State

Mission

The Secretary of the State is responsible for overseeing our state and federal elections. The agency is also designated as the official keeper of records relating to elections, legislation, executive orders, regulations, businesses, and commercial liens. It also publishes, distributes and sells the State Register and Manual and other publications.

Technology Strategy

As the Commissioner of Elections the repository of essential records for the State, we provide important information systems and resources regarding business and commercial filings, elections, and authentication as prescribed by the state constitution, and federal and state laws. Our strategy is to utilize the latest developments in information technology to carry out the agency mission in the most efficient, transparent, accessible user-friendly and cost effective way possible for the residents of Connecticut

Technology Achievements

- Further enhance the functionality and performance of our Online Commercial Recording Database (CONCORD).
- Initial implementation of the online Connecticut State Regulations searchable database.
- Online Election Night Reporting for selected towns and cities within the state.
- Migration of the Centralized Voter Registration System (CVRS) to the latest version for access by 169 towns and cities
- Upgrade internal applications to a browser/Internet based platform.
- Create online voter registration.
- Current redesign of website underway with DAS/BEST

eGovernment

List of online services available–

- CONCORD, CVRS, Statement of Vote, Voter Registration Lookup, Connecticut State Register and Manual, Online CPA or Accounting Firm Search, Election Night Reporting,
- Online searchable database of State Agency Regulations

List of online services requested by constituents

- More online business registration options
- Online voter registration
- Online regulations
- Faster Election Night results



- More online assistance in starting a business
-

List of online services planned

- Online Voter Registration
- Business Startup Application
- Data Collection Center
- Online regulations system

Planned Applications

- Regulations Modernization Project
- Connecticut Data Collaborative
- Data Collection Center
- Pending legislation regarding the creation of a new online method by which to receive voted ballots cast by military or overseas voters.

FY 14 Technology Budget

• Hardware -	\$142,939.00
• Software -	\$768,626.61
• Services (consulting) -	
• Subscriptions -	\$1,419.00
• Telecom and Data -	\$46,685.00

FY 14 Technology Major Expenditures

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

- Possible evaluation of multiple electronic poll books



State Elections Enforcement Commission

Mission

The Commission was established in the post-Watergate era of 1974 as an independent bi-partisan agency in the executive branch of state government, to enforce and ensure compliance with laws pertaining to state and local elections, primaries and referenda. In 2005, its mission was expanded to include the administration of the Citizens' Election Program, Connecticut's public financing program. The Commission's goal is to prevent violations from occurring by ensuring that those who require advice obtain it in a timely manner and to improve and maintain the confidence of the people of Connecticut in the electoral process and the officials involved in that process. As part of its' expanded mission was to fulfill our obligations to open and transparent government as outlined in chapter 156 of title 9 of Connecticut General Statutes.

Technology Strategy

The Information Technology Department strives to provide efficient, reliable, high-performance technological solutions for the State Elections Enforcement Commission personnel, as well as eCRIS Users and the general public in a professional, courteous and timely manner.

An essential goal of Connecticut's landmark Campaign Finance reform legislation is to increase transparency in the financing of political campaigns. To accomplish this goal pursuant to chapter 159 title 9 of Connecticut General Statutes, the State Elections Enforcement Commission (SEEC) was given the responsibility for implementing an electronic campaign reporting system for candidates, PACs and party committees that are required to file with the SEEC. eCRIS enables candidates, PAC and political party committee chairs and treasurers to electronically submit required committee registration information and campaign finance statements detailing the receipts and expenditures of the committee. One of our primary goals is to ensure compliance with the requirements of the new laws, and eCRIS provides its users with prompts to facilitate compliance.

Technology Achievements

- none

eGovernment

List of online services available–

- eCRIS – Electronic Campaign Reporting Information System
- State Contractor Contribution Ban Electronic Filing System
- Online Expenditure reporting
- Online Complaint forms



List of online services requested by constituents

List of online services planned

Planned Applications

- Integration with handheld devices to digitally transmit contributor information for faster reporting and more accurate transparency.
- Apply Cloud infrastructure and technology to incorporate existing disaster recovery plans
- Upgrade hardware infrastructure

FY 14 Technology Budget

- | | |
|-------------------------|----------|
| • Hardware | \$50,000 |
| • Software | \$17,990 |
| • Services (consulting) | \$10,000 |
| • Subscriptions | |
| • Telecom and Data | |

FY 14 Technology Major Expenditures

- none



Commission on Human Rights and Opportunities

Mission

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

Technology Strategy

To replace the existing Case Tracking System (CTS) with one that will allow for the Commission to become as paper-free as possible; which will include encompass the entire case processing, legal review, etc. aspects of CHRO investigations.

Technology Achievements

Copier/printer/scanner/faxes to all regions and central office. We purchased two Macbook Pro computers and final cut software to produce a documentary film about civil rights law enforcement and the CHRO's role in the civil rights movement in Connecticut. Additionally, we purchased camera and lighting equipment which allowed us to create public service announcements that have been posted to our website. After 10 years, we finally purchased new computers for the entire staff of the Commission. We purchased adobe software to enhance our capability to make changes to the webpage of CHRO.

eGovernment

List of online services available–

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

List of online services requested by constituents

- None that we are aware of.

List of online services planned

- The filing of online complaints has been discussed from time to time, but the downsides outweigh the benefits. This may be reconsidered as we work on a new CTS.
- The filing of Contract Compliance Affirmative Action plans electronically is viable and would save companies and CHRO time and money. Also state agency AA plan filing is intended to be made electronic sometime in early 2014.
- CHRO would like to make all its processes understandable to those using them. We would like to have videos demonstrating how to complete Contract Compliance Affirmative Action plans, state agency Affirmative Action plans. Videos on how to file a discrimination complaint for employment, public accommodation or housing would be of tremendous value to those most likely to be discriminated against.



Planned Applications

- Replace Case Tracking System

FY 14 Technology Budget

- Hardware
- Software
- Services (consulting)
- Subscriptions - Cases National Fair Housing Advocate Online - It is a database of housing discrimination
LexisNexis – Computer assisted legal research

- Telecom and Data

FY 14 Technology Major Expenditures

- none



Teachers' Retirement Board

Mission

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

Technology Strategy

Upgrade PCs and laptops to Windows 7 64-bit. Upgrade to MS Office 2013. Secure funds to upgrade to a web based Pension Administration Software that allows members access to view and update their accounts. Implement interface with Local Board of Educations to submit subsidy transaction sheets. Implement Mac Locking on network switches. Transition application to use Exchange to email reports to Towns instead of Pop Server.

Technology Achievements

Upgraded switches to Enterasys C-5 and SSA.

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

- Facebook and Twitter feeds

Planned Applications

Implement interface with Local Board of Education for inputting subsidy transaction data.

FY 14 Technology Budget

- Hardware - \$42,770
 - PC/Laptop Refresh (CEPF allotment)
- Software (including renewals) \$30,000
- Services (consulting) - \$10,000
 - Off-site data storage, switch and server support
- Telecom and Data



FY 14 Technology Major Expenditures

- none



Workers' Compensation Commission

Mission

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

Technology Strategy

The role of MIS is to assist the Workers' Compensation Commission in administering the workers' compensation laws of the State by improving the efficiency and effectiveness of processes through automation.

Technology Achievements

No major achievements in FY13.

eGovernment

List of online services available–

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

List of online services requested by constituents

List of online services planned

Public Access – the name given internally to a public facing Internet query application that will 1) allow interested parties to generate inquiries on claims and claimants, and 2) allow attorneys, insurance companies, or any other interested party to generate a schedule of upcoming hearings.

Planned Applications

- eFile. WCC's major project for the next 5-7 years is internally known as eFile. This project is funded. eFile is the conversion of the current claims and hearing processes from being paper intensive to completely paperless. Efforts over the current two fiscal years (FY14 & FY15) revolve around preparing WCC's existing automated systems (FRI and WCS) for the modifications that will be necessary for eFile (see last two bullet points under 'FY14 Technology Major Expenditures').



FY 14 Technology Budget

Hardware

- Hardware refresh (PCs): \$112,000
- Construct eFile development environment: \$25,000

Software

- Server OS: \$10,000

Services (consulting) \$160,000

- Analyst/developer(s) to assist with port of FRI system to DAS/BEST hosting environment:

Subscriptions

Telecom and Data \$90,000

FY 14 Technology Major Expenditures

- PC hardware refresh (every 5 years): \$112,000
- During FY14 WCC plans to upgrade their network (circuits and switches) to accommodate IP telephony. The ultimate goal (planned for FY15) is to replace the nine individual telephone systems currently in the agency with one VoIP system, which will either be a centrally located agency owned system, or the state's enterprise system.

The following two projects are expected to span FY14 and FY15. Total expenditures in FY14 are unknown at this time.

- Begin conversion of WCS application from PowerBuilder to VB/.Net. It is anticipated that this conversion will be done by a vendor from a not-yet-awarded state contract for legacy system conversion services. Total cost is anticipated to be between \$1.5 and \$2 million.
- Begin migration of FRI system off of agency-owned servers to BEST's applications hosting environment. This will also involve the migration from Sybase to SQL Server. Total cost of this project is estimated to be: \$490,000