



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2024

### Commission on Human Rights and Opportunities

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#### 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

Our technology strategy is to continually assess the effectiveness of technology throughout the agency to improve efficiencies and the overall services provided to the public. This includes continual training of staff on the use and implementation of new technologies and the designation of an internal working group to adapt strategy to new needs and possibilities.

The CHRO recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

#### Technology Achievements

The CHRO has been able to ensure that agency functions are still available remotely through the use of online meetings, allowing the public to continue to utilize our services safely and in a convenient manner.

Outreach events have been successfully held remotely utilizing the Microsoft Teams platform.

Sexual harassment prevention training has been made available to the public online with automated generation of certifications of completion. This was accomplished with minimal expense by utilizing a suite of integrated Microsoft applications.

Training on domestic violence has been made available to all state employees and the public utilizing a combination of LinkedIn Learning, YouTube, and other learning management platforms.

Complaint inquiries can now be completed and filed online utilizing Microsoft Forms.

VOIP phones have been adapted and utilized to allow employees to place phone calls while working remotely.

FOIA requests may now be submitted and processed online through the Commission's GovQA portal.



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Staff has been trained on the use of Sitecore 2.0, and the agency is currently planning to relaunch our website under the new design framework, making our services more accessible to the public.

### Digital Government

#### LIST OF ONLINE SERVICES AVAILABLE

- Complaint inquiry form is available 24/7 on our website.
- Online sexual harassment prevention training is available online 24/7.
- The Commission has put most of our outreach materials and events online over the past fiscal year so they are accessible even for those who could not attend an event on the day of. The outreach materials include a substantial educational campaign through social media.
- All CHRO proceedings can be held virtually, drastically improving accessibility and safety.

#### LIST OF ONLINE SERVICES REQUESTED BY CONSTITUENTS

- There has been a request for Commission materials and forms to be available online with additional language options.

#### LIST OF ONLINE SERVICES PLANNED TO BE MADE AVAILABLE

- All CHRO regional offices will be conforming to a standardized method of completing case processing activities, electronically.
- Contract Compliance Affirmative Action database will be reviewed for efficiencies and possible enhancements.
- CHRO will share on its new website additional information about discrimination claims, how parties can prove their claims, and how parties can expect Commission processes to run.

### Planned Applications

- The CHRO is looking into a new case management system to improve overall efficiency throughout the agency. The CHRO is currently seeking to procure a Business Analyst to evaluate its needs in a case management system.
- The CHRO in cooperation with the Office of Policy and Management is assessing the Affirmative Action Policy submittal process with agencies. There is an expectation that a



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technology solution can be implemented to assist with standardization. There is also a desire to eliminate paper submissions.

- The CHRO is championing a Civil Rights Museum that would be located in downtown Hartford. There are many technology needs that will be evaluated over the next year. Would expect analysis and specifications being defined over the next year with implementation in FY 2025.

### FY 2024 Technology Budget

- Hardware - \$3,750
- Software - \$1,650
- Services - \$203,500
- Telecom and Data - \$30,000

### FY 2024 Technology Major Expenditures

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

- Affirmative Action Electronic Submission Solution (\$200,000 has been allocated by OPM towards this effort)