



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

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 in both remote and hybrid in-person/remote formats utilizing the Microsoft Teams platform.

Sexual harassment prevention training is 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 is available to all state employees and the public utilizing a combination of LinkedIn Learning, YouTube, and other learning management platforms.

Complaint inquiries can 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 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 planning to relaunch our website under the new design framework, making our services more accessible to the public.

The CHRO has utilized a Business Analyst to compile requirements under our contract compliance program for the purpose of procuring a case management system to improve the efficiency of services.

The CHRO has utilized a Business Analyst to compile requirements under our affirmative action program for the purpose of procuring an enterprise case management solution and is in the process of seeking funding for the same.

### Digital Government

#### LIST OF ONLINE SERVICES AVAILABLE

- Complaint inquiry form is available 24/7 on our website.
- CHRO's online sexual harassment prevention training and domestic violence training are both 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.



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### Planned Applications

- The CHRO is looking into procuring case management systems to improve overall efficiency throughout the agency. Business Analysts have provided requirements for the agency's contract compliance processes and affirmative action processes. The CHRO will next be seeking to procure a Business Analyst to evaluate its needs in a case management system for the agency's discrimination complaint process.
- 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 technology solution can be implemented to assist with standardization. There is also a desire to eliminate paper submissions. The CHRO is currently exploring both potential vendors and funding sources for a case management system.
- 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, including, but not limited to, wiring/networking/setup for a computer lab, multiple interactive displays, and utilizing artificial intelligence to create talking historical figures. Expect analysis and specifications to be defined over the next year with implementation in FY 2026-2027.

### FY 2025 Technology Budget

- Hardware - \$2,000
- Software - \$500
- Services - \$200,750
- Telecom and Data - \$43,712

### FY 2025 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)