STATE OF CONNECTICUT INFORMATION AND TELECOMMUNICATIONS STRATEGIC PLAN FOR FISCAL YEAR 2022

September 15, 2021

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

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State of Connecticut
IT Strategic Plan for Fiscal Year 2022

Table of Contents

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FISCAL YEAR 2022 INFORMATION TECHNOLOGY STRATEGY

Statement of Vision for Technology

To measurably improve outcomes across the State of Connecticut by leveraging the right people, process and technology in the delivery of reliable, secure and cost-effective services.

Background

Connecticut Organizational Structure of Technology

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

The State of Connecticut does have central delivery of IT services in some core areas (e.g. e-mail, wide-area networking, and datacenter services) to support multiple agency or statewide needs; however, the bulk of the resources are attributed to agency specific missions. As of July 1, 2021, there were 695 Information Technology (IT) employees in the Executive Branch of which 131 (19%) are located centrally.

On March 17, 2021, Governor Lamont formally announced the launch of Information Technology Optimization Process within State Government. This Optimization process, under the leadership of State's Chief Information Officer, will aim to centralize the coordination of the state's IT resources and operations. This year long process will establish a new organization, Bureau of Information Technology Solutions or BITS, capable of delivering modern IT solution to support state agencies and the public. This work is covered in detail under the Strategic Goals section of this report.

Connecticut remains one of the few states in the country that funds its IT operation through direct appropriations. The majority of states utilize chargeback services so that line agencies have direct visibility into full cost of agency operations.

This plan details the process of optimizing our technology resources in the state for greatest impact and outcomes four our residents, businesses and state agencies

Capabilities

Traditionally, the technology capabilities have been largely focused on legacy application, infrastructure maintenance and end-user support. There are emerging skills in architecture, business process re-engineering, automation and project management. These skills are required to apply technology more efficiently at a larger scale.

Over the last year, State made significant progress in collaboration technologies, cyber security, adopting platforms like Salesforce, API development and content modernization. State also has a growing set of capabilities in cloud infrastructure and automation. The State continues to make steady

progress in sharing best practices across agencies through more effective collaboration and knowledge management.

External Perspectives

The National Association of State Chief Information Officers (NASCIO) recognized State's stellar work in COVID-19 response – for effective contact tracing as well as the facilitation of State workforce for remote work - through nomination as finalist in two of the NASCIO State IT Recognition awards. The winners will be announced in October at the NASCIO annual conference.

The Center for Digital Government issued their biennial ranking of state technology efforts in Oct 2020. The 2020 Digital State's Survey identified Connecticut with a grade of "B+ Trending Upwards" – while highlighting progress made in digital efforts, remote working, cyber security and data management. This follows a Digital State Survey 2018 and 2016 of grade "B+" and a 2014 grade "A-".

Current Technology Assessment

Following the transition to the Lamont administration, technology leaders within the state have been assessing changes to the structure of state technology. The State recognizes that the pace of technology change continues to increase, yet the state's IT structure poorly leverages the scale of a 27,000-person organization.

The process of Optimization that is underway would bring greater customer satisfaction, workforce efficiency, employee engagement and create the opportunity to fill skill gaps that exist in emerging technologies.

Strengths

The two data centers, one in Groton, CT and a partnership with the Commonwealth of Massachusetts to share a backup data center in Springfield, MA has helped in incrementally moving agency computing from older, location-based technology to a modern, shared, private cloud infrastructure. The adoption of Microsoft Azure cloud for multiple use cases have provided more options for many workloads and applications.

The State continues to deploy the enterprise Voice over IP (VoIP) telephone system to state agencies. This shared system greatly improves agency communication capabilities and reduces operational and maintenance costs.

The State's dedication to networking has driven large improvements and cost reductions as well. High-speed networks are the highways of the future. The centrally managed Connecticut Education Network and Public Safety Data Network jointly comprise the Nutmeg Network. This unique capability blankets the state with fiber-optic networking. The state's new Enhanced 911 service runs on this network. Additional connections are added to the network on a regular basis to bring low cost, high bandwidth access to schools, towns, libraries, state agencies, first responders and more.

Connecticut is a leader in open government and open data, providing a massive amount of information directly to the research community and to the public. The Open Data Portal at Data.CT.Gov continues to provide access to rich data sets across domains.

Threat Intelligence continues to be a bright spot in the cyber security area. In July 2017, the State announced its first cybersecurity strategy. April 2018 brought the release of the first Cybersecurity Action Plan. These nation-leading documents outline the critical importance of protecting all the digital assets in the state and prescribes seven key elements that all residents and businesses need to address to be safer in our digital economy. Connecticut has begun the process of refreshing this 5-year strategy to ensure alignment with the ever-changing cyber threat.

In January 2020, Governor Lamont outlined a new focus for the State of Connecticut: To become the first all-digital government. The biennial budget enacted in June 2020 established a new Digital Government Services team within the Department of Administrative Services. Agencies have also delivered on significant digital government initiatives – DMV online services, business.ct.gov, DRS myConnect, SOTS Business Registration Services, COVID-19 related applications, data and websites to name a few. The Lamont administration continues to support the vision of Digital Government through legislative actions, investments and strong executive commitment.

The growing recognition of technology led transformation potential, increased synergy of agency business and IT teams focusing on customer outcomes, and realization of exploiting data as a strategic asset are other emerging bright spots.

Challenges

Agencies have faced personnel and other budget reductions in information technology over the last several years. As a result, the IT skills in place at agencies are primarily focused on maintenance of existing systems and not on the transformation required by agencies. Ongoing budget pressures will continue to drive reductions to operating funds, while demands for future technology skills are growing.

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

One substantial result of the continued program-specific and agency-specific focus is the high number of applications in the state's portfolio. Although the state reduced the number of applications from 762 in 2018 to 625 in 2019, a substantial improvement, there are still too many applications. Most of these applications have been in place for several years (average age 11.7 years old) and represent a major drain on resources for support.

While there is a growing recognition of leveraging data with and across agencies, the siloed application architecture and lack of standardization create challenges. This lack of integration is a substantial

impediment that prevents agencies from seeing greater efficiency and from using more of our rich data for analysis of trends and correlation of data across programs.

The agency-centric focus on technology has allowed for local control of IT and a close alignment between agency business needs and IT priorities. However, this agency autonomy translates to the limited sharing of technology solutions when a large overlap of business needs is evident. Additionally, this agency-centric focus has resulted in an undervaluing of a citizen-centric view of "whole of person" and "whole of business" needs.

Shared Services

Targeted investment in shared solutions has started to show benefits across the state, both in bringing new capabilities online and in reducing the overall size of the technology portfolio. Developing shared solutions that meet the needs of many different agencies will take time. Our strategy embraces continued efficiency through shared solutions. It should be noted that the delivery of efficiencies through this approach is painstaking slow as multi-agency agreements must be established and continually monitored.

Workforce Transformation

The technology workforce in the state is primarily filled with strictly technical skills. Gaining value from technology requires a broader skillset. Business process improvement, Data Analysis, Data Integration, Enterprise Architecture skills all drive technology towards greater impact, yet are generally missing from the State of Connecticut workforce and job classifications. Over forty-six percent of the IT workforce is over the age of 55. This represents a critical risk for the state as talented professionals become more apt to elect for retirement and take critical knowledge out with them. When you combine a lack of depth in skills with a large-scale retirement potential, the risks to ongoing state technology operations are very high.

FY 2022 Strategy

FY 2022 strategies continues to focus on the themes set out in 2021:

- IT Optimization to develop a new IT organization to better meet our current challenges
- Accelerating movement to Digital Government Services; and
- Reducing cyber-security risks across state government

GOAL 1 – IT Optimization

Leveraging technology requires careful planning and flexibility in a changing business environment, especially with the breadth and variety of state government functions. Through this IT Optimization effort, DAS - alongside OPM and all executive branch agencies – is working to completely rethink how technology services are delivered in state government. Through this effort, the State will apply the full

capabilities and scale of state government to improve employee engagement and alignment, increase automation, apply skills flexibly across agencies, standardize software and support; plan holistically and build the skills in our workforce that are currently in high demand. We will do this by creating a new centralized IT shared services organization, **Bureau of Information Technology Solutions or BITS**, that:

- Is a great place to work;
- Is the agency IT provider of choice; and
- Is viewed as experts in the field.

While significant work is being done to establish BITS, formal transition under the new organization will begin to happen in phases and will be completed by the start of FY 2022. The high level process of Optimization will follow the below overlapping phases:

- Prepare the People and System
- Transfer Responsibilities
- Improve Operations and Outcomes

Prepare the People and System

Effective continuous communications, developing a shared understanding and buy-in across all stakeholders, data collection and needs discovery, identifying challenges and establishing priorities have been the focus in this phase.

A top-level organization structure and mapping of managers is complete. A completely transparent and inclusive employee mapping exercise will mark the closure of this phase.

Establishing three key organization behaviors – **Be One Team, Own The Outcome, Make It Better** – is a significant outcome in this phase. These are the ethos that will bind all stakeholders within and interacting with BITS. *Be One Team* puts focus on watching each other's back and ensuring inclusivity and belonging. *Own The Outcome* is our commitment to customer centricity and ensuring outcomes. *Make It Better* is the strive for continuous improvement, excellence, and innovation.

Transfer Responsibilities

Transfer of responsibilities will be ongoing through the end of this fiscal year. A great deal of emphasis is on reinforcing the organization culture and adopting the key behaviors as employees on-board into BITS. Ensuring a smooth on-boarding experience is paramount. Operationally launching governance, managing risks, ensuring continuity are the key outcomes. From the agency perspective, signing Memorandum of Understanding or MOUs and identifying budgetary changes will be priority.

Improve Operations and Outcomes

This will be a phase that will be continuous in character. As BITS starts operating as one, Directors and the various teams will look for opportunities to increase consistency and efficiency, focus on reuse, make

things predictable but agile enough to manage changes confidently. A very broad and emerging outline of priorities are mentioned here. Focus is to get the right process, tools and adoption velocity matching State's *unique needs, maturity and constraints.*

CUSTOMER RELATIONSHIPS

- Establish Customer Success Managers as trusted agency partners
- Holistic strategic planning and needs harmonization
- Bring industry best practices to the agencies

WORKFORCE DEVELOPMENT

- Leadership Development
- Creating a learning organization. State has recently adopted LinkedIn Learning. The goal is to get to the right learning culture backed by commitments at all level
- Developing brand new capabilities and skills
- Make employees feel a sense of belonging within BITS
- Celebrate wins together

OPERATIONS

- Operational Dashboards for service levels and KPIs
- Integrated Service Desk with automation. Pilot is on with few agencies using Jira SM
- Holistic Application Monitoring, Infrastructure Monitoring and Incident Response
- Capacity Management for people and infrastructure
- Granular show-backs\chargebacks capturing true cost-of-ownership

CHANGE MANAGEMENT

- Project Portfolio Management and Prioritization Process
- Project Lifecycle Management with visibility / traceability from strategic goals to maintenance hand over
- Unified process to manage accurate Application Portfolio, Application Architecture and Infrastructure Inventory relationships across landing zones
- Infrastructure Automation
- Easy access to Enterprise Reference Architecture and Reusable Assets

Cybersecurity is covered as part of Goal 3 below.

GOAL 2 – Accelerate Digital Government Services

Delivering services and outcomes through a greater number of channels while staying true to accessibility needs continues to be of highest priority. The FY21 biennial budget outlined a new direction for the state. There is a significant investment of $60+ Million committed for expanding on the gains of FY22 in this area.

The guiding principles for the Digital Government initiatives continue to be:

- Listen to the end user
- Hide the "seams" between government agency services from user interactions

- Implement enterprise technology that makes services accessible to many users
- Move quickly to start with enterprise solutions while capturing immediate value

In FY21, the State delivered many capabilities impacting business and citizen services. State developed new capabilities in identity management, API let integration, cloud computing and agile development processes. We also strongly believe the IT Optimization initiative comes at the right time as it is completely aligned and a necessary pre-condition to accelerate, scale and sustain the digital efforts. State IT teams continues to work with agency business partners to develop digital government priorities aligned to agency missions – many of which are mentioned in this document under the respective agency plans. At an enterprise level, key focus area includes:

- MyCT platform to provide agency agnostic personalized service dashboard to State constituents
- Orchestrate content across agencies based on end user intent and service categories so that service recommendations become more targeted, personalized and comprehensive
- Expand the usage of chatbot including live agents and provide seamless omnichannel experience
- Rapid forms digitization platform to quickly help agencies digitize paper forms
- Few agencies started adopting Robotics Process Automation or RPA. We will continue to look for growing RPA adoption.
- Enterprise standard for document management and payment processing. We have significant variations across agencies. Connecticut CREATES report captures the opportunities in these areas.
- Identity correlation across systems, Identity verification and fraud prevention

GOAL 3 – Improve Cybersecurity Statewide

State cybersecurity mission is to build a best-in class cybersecurity program and a resilient technology infrastructure that supports digital government and the constituents of Connecticut. The Lamont administration, taking note of the emerging threat landscape as online adoption of services grows post COVID-19, announced a $11 Million investment for enhanced cybersecurity efforts. It is worthwhile to again highlight how the three strategic goals mentioned here are each complimenting the other. As State CIO Mark Raymond puts it “Trust and security are at the heart of the relationship between businesses, residents, and their digital government. We are delivering on Governor Lamont’s vision of an all-digital government by raising our skills and deploying technology in ways that build confidence of the people we serve.” State CISO, Jeff Brown stresses how bringing our statewide information technology team together through the IT Optimization efforts into one, collaborative organization will help us identify and deter cybersecurity incidents faster, bring everyone onto streamlined platforms, and ultimately protect more private information.

Current Status

Basic security infrastructure is in place (firewalls, AV, etc.). Threat Intelligence is a notable bright spot, but we need to keep it as actionable as possible. No security governance framework is established. Security efforts remain mostly reactive.

Objectives

1. Increase Visibility – Centralize agency security resources and budget. Gain holistic and real-time view of risk. Get the right funding, tools and people in place
2. Build a Foundation - Foundational elements of the cybersecurity program are not in place. Policies and standards are insufficient. Key risks like third party security have not been addressed. Prioritize and plan for spending the upcoming budget. Adopt a risk-based approach to identify and focus on key cybersecurity program elements.
3. Future Proof - Address long-term security risks proactively, build a sustainable program and achieve best-in class status. Develop capabilities in DevSecOps practices. Identify and budget for security needs. Obtain sustainable ongoing program funding. Ensure proper resourcing and training of all security resources and basic awareness training for all State employees.

Statutory Basis

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

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

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

Moreover, the statute requires that the strategic plan include:

- Guidelines and standards for the architecture for information and telecommunication systems that support State agencies;
- Plans for a cost-effective State-wide telecommunication network to support State agencies;
- Identification of annual expenditures and major capital commitments for information and telecommunication systems;
- Identification of all State agency technology projects;

- A description of the efforts of executive branch State agencies to use e-government solutions to deliver State services and conduct State programs, including the feedback of agencies' clients and agencies' plans to address those concerns using online solutions if feasible; and
- Potential opportunities for increasing the efficiency or reducing the costs of the State's information and telecommunications systems.

Effective July 1, 2011, 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 – Available on Intranet

Technology Services (DAS/BEST) - http://portal.ct.gov/DAS/Services/For-Agencies-andMunicipalities/IT-Services

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

STATE AGENCY TECHNOLOGY REPORTS

Agricultural Experiment Station

Mission

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

Technology Strategy

- Update desktop computers on a 5-year replacement plan.
- Keep software programs current including antivirus software.
- Keep hardware up-to-date and running.
- Keep backup software and hardware operational and current.
- The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- We provided Wi-Fi for our Valley Laboratory at our Windsor location.
- We have replaced desktop and laptop units as necessary. Currently, our equipment is up-to-date and running properly, including switches, servers, and back-up drives. We have been updating and keeping up to date on our Bee keeper, Nursery, and Nursery Dealers registration process online.

Digital Government

List of Online Services Available:

- Bee keeper registrations online for our constituents and real-time updates to the database for our inspectors.
- Complete Nursery and Nursery dealer registrations for our constituents and real-time updates to the database for our inspectors.
- Soil testing screen fillable forms and then mail.
- Insect and Plant Disease screen fillable forms and then mail.
- Tick Testing screen fillable forms and then mail

List of Online Services Requested by Constituents:

- None currently

List of Online Services Planned to be made available:

- None currently

Planned Applications

- Keeping all CAES computers operating systems up to date. Currently running Windows 10 Enterprise.
- Keeping all CAES computers up to date using Office 365 and MS Teams.
- We need off-site backup and would like to house our virtual servers at the Groton Data Center OR use SharePoint/One Drive for backup and usage at all locations.
- Our agency is in the planning stages to send our data to the Groton Data Center and be backed up to Springfield MA or SharePoint/OneDrive to be advised by DAS/BEST.
- Would like to have all our locations connect to these virtual servers, therefore no longer having a need for physical servers and provide a backup service for all staff members.
    - New Haven
    - Hamden
    - Windsor
    - Griswold
- Would eventually like to have all staff able to always access files in any location in real time for back up purposes and file retrieval—this will be accomplished once we are routing our data to the Groton Data Center OR SharePoint/OneDrive.
- CAES would like to join the EXEC domain through DAS/BEST. If DAS/BEST finds this is advisable for CAES.
- Keep up to date with VOIP with the DAS/BEST Enterprise system installed at our New Haven, Windsor, and Lockwood Farm (only at the farm managers office) facilities.
- Would like to have VOIP phones installed at the Insectary at Lockwood Farm in Hamden (conduit needs to be run from the Farm Managers office to the insectary. The current conduit has a broken connection and unable to complete the connection). The Farm Managers office is a ADSL line with a State of CT router and the insectary is currently on a Frontier DSL line. Would like to have them all on the ADSL line with the State of CT router.

- Would like to have VOIP phone and LAN connections installed at Farm Managers Office at Valley Laboratory in Windsor the Insectary at Lockwood Farm in Hamden (conduit needs to be run from the Main Laboratory to the Farm Managers office)
- Would like to connect our Griswold Research Center in Griswold to the VOIP phone system from DAS/BEST enterprise system (They are on a DSL Line).

FY 2021 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware $40,000.00
- Software $5,000.00
- Services (consulting) $5,000.00
- Subscriptions $2,500.00
- Telecom and Data $40,000.00

FY 2021 Technology Major Expenditures

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

- NONE currently scheduled

Board of Pardons and Paroles

Mission

BOPP IT continuously strives to digitalize, and update hardware and software infrastructure based on current and future agency needs.

Technology Strategy

- Our technology strategy is based on digitalizing business processes to automate workflows and further system integrations with DAS and other state agencies using CISS platform and cloud computing.
- The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm

Technology Achievements

- Up to date we had implemented new network router and switches to improve network reliability and speed.
- Introduced digitalized event scheduling process using state calendar platform linked to our BOPP website
- Replaced and integrated the new website with ct.gov standard using HTTPS security
- Implemented digitalized ePardons Database and Web application/Portal with collaboration with JT, DAS and CISS as future pardon system replacing paper applications
- Implemented VoIP Avaya phone system replacing analog phone system allowing for cutting cost and providing more security.
- Purchased new agency storage servers with backups that will be used in the Y drive and exchange account migration to DAS.
- Windows 10 update
- New video teleconferencing and live streaming equipment
- Office wide wireless network with tablets

Digital Government

List of Online Services Available:

- ePardons for public use

List of Online Services Requested by Constituents:

- ECM Document Management System

List of Online Services Planned to be made available:

- eParole based on future circumstances
- New storage management system

Planned Applications

- Y: drive – Physical storage migration

FY 2022 Technology Budget

• Hardware: Laptops, desktops, tablets-TBD	$20,000
• Software: Adobe Pro license	$1,500
• Subscriptions: Office365	$1,000
• Telecom and Data	$2,000
• ePardon Maintenance	$50,000
• ECM Document Maintenance	$7,500
• Y drive migration	$40,000
• Total expected FY2020:	**$122,000**

FY 2022 Technology Major Expenditures

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

- None

FY 2022 Structural and Process Changes

- IT contractor to help with coverage, projects

Connecticut Department of Agriculture

Mission

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

Technology Strategy

DoAg continues to pursue technology upgrades and installations which will assist our employees and customers in their day-to-day operations. Technology will improve our operations, capture more data, and is more user friendly for our customers and employees on the backend. DoAg will rely on the Department of Administrative Service and Bureau of Enterprise System and Technologies to assist with providing the best technology services and training our agency can invest in.

For FY 2022, DoAg will be working to accomplish its goal of establishing all licensing and inspection to be managed online. We will also be investing and implementing our mobile inspections technologies which will allow inspectors to do inspection reports in the field. These services through Mi-Corp will enable our agents to capture more useful data in real time, which will help us better serve our customers.

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

Technology Achievements

In FY 2020, DoAg moved most of its licensing applications and transactions to being fully completed online, creating a simpler process for our customers to apply for new, or renew, licenses, and to pay online.

Digital Government

List of Online Services Available:

- Licenses and Renewals for Agriculture, Aquaculture and Domestic Animal Service Licenses (eLicense)
- DoAg Adjudications Search (Site Core)
- Grants Application Submissions (Slalom/Salesforce)
- Mobile Inspections Application (Mi-Corp)

- CT Grown Store (Site Core)

List of Online Services Requested by Constituents:

- More online licensing services
- Agricultural data (e.g. crop production)

List of Online Services Planned to be made available:

- Animal Population Control Program Voucher Applications (Salesforce)
- Mobile Inspection Capabilities in Other Units within the Agency

Planned Applications

The Mi-Corp mobile inspection application integrated with eLicense will allow us to have true mobile inspections capabilities. It is not dependent on having an internet and VPN connection to eLicense when not in the office. The Mi-Corp product can operate without an active internet connection and sync to the system when internet is available.

All regulatory services within both Bureau of Regulatory Services and Bureau of Aquaculture will benefit from use of this system. Our goal is to have all inspections conducted electronically (aquaculture, dairy, animal control, agricultural commodities, produce safety etc.)

Phase 1:
Task: To create the initial and renewal eLicense application process for all credentials in the following boards. Also allows the applicant to make payments online and to receive their certificates automatically through email.

Status:

Completed in 2019-2020	AGRICULTURAL COMMODITIES AGRICULTURAL COMMODITIES (AFRPIS)
Completed in 2020	AGRICULTURAL DEVELOPMENT (General Fund)
Completed in 2021	ANIMAL CONTROL (General Fund & APCP)
Completed in 2020-2021	ANIMAL HEALTH (General Fund)
Started/Planned for 2021-2022	AQUACULTURE (Shellfish Management Fund)
Completed in 2021	FOOD SAFETY (Produce Safety)

Phase 2:

Task: To setup the new Mi-Corp inspection process for all credentials. An interface has been developed to share data between eLicense and Mi-Corp. This phase allows AMIRs and ACOs to log in to eLicense to upload/write inspection reports and/or violations in eLicense.

Status:

Planned for 2021-2022	AGRICULTURAL COMMODITIES
Planned for 2021-2022	AGRICULTURAL DEVELOPMENT
Completed	ANIMAL CONTROL
Planned for 2021-2022	ANIMAL HEALTH
Planned for 2021-2022	AQUACULTURE
Completed	FOOD SAFETY

Phase 3:
Task: Create reporting dash boards for credentials using MiCorp Analytics. MiCorp Analytics is contracted through DAS. This function would all leadership to run all sorts of inspection reports and information for each board.

Status:

Planned for 2021-2022	AGRICULTURAL COMMODITIES
Planned for 2021-2022	AGRICULTURAL DEVELOPMENT
Planned for 2021-2022	ANIMAL CONTROL
Planned for 2021-2022	ANIMAL HEALTH
Planned for 2021-2022	AQUACULTURE
Planned for 2021-2022	FOOD SAFETY

FY 2022 Technology Budget

Hardware	$10,000.00
Software	$12,000.00
Services (consulting)	$151,000.00
Subscriptions:	$1,000.00
Telecom and Data	$0

FY 2022 Technology Major Expenditures

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

- $151,000 for hiring a Business Analyst to build and manage all Mi-Corp applications and eLicense integration.

Connecticut Military Department

Mission

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

Technology Strategy

The agency continues to see adaptive measures, utilizing technology to streamline and simplify processes that reduce costs and improve proficiency. At the core of the agency's strategy is the necessity to connect all of the agency's locations to the Nutmeg Network in order to improve security, provide faster access and a more reliable connectivity. The agency continues to improve its online presence in order to provide faster and effective services to the public. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- The agency was fully prepared to transition to a telework environment due to the COVID-19 pandemic while fully supporting the Connecticut National Guard's support to the state's operational response efforts. The agency remained 100% functional and experienced no degradation of services.
- The Military Department concluded an IT equipment refresh in which all staff have the necessary equipment that will further enhance their ability to operate remotely without any loss of capability or capacity.
- Maximizing the capabilities of Office365, the agency continues to improve upon converting from manual to automated processes for routine business in purchasing, accounts receivable, accounts payable, and state military operations
- Through the CTMD's state active duty program, the CTNG assisted in the restoration of IT services after the City of Hartford was the victim of ransomware attacks.
- Implemented secure wireless in the command suite of the CTNG at the Hartford Armory. This improved CTNG leadership's ability to perform command and control functions during the COVID-19 pandemic and improved collaboration capabilities with other federal, state and local partners.

Digital Government

List of Online Services Available:

- Access to National Guard recruiters
- Ability to request National Guard units for community outreach – to include C130 flyovers
- Service Member and Family Support Center resources
- Access to the Connecticut Guardian
- Military Relief Fund
- Request military records
- Request use of training sites, such as the NEDTC
- Wartime Service Bonus
- Recruitment and information of the Governor's Foot & Horse Guard

List of Online Services Requested by Constituents:

- The agency has no requests from constituents at this time to increase online services.

FY 2022 Technology Budget

- Hardware - $15,000.00
- Software - $12,000.00
- Services (consulting) - $2,000.00
- Subscriptions - $7,000.00
- Telecom and Data - $20,000.00

FY 2022 Technology Major Expenditures

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

- Connect all state military facilities to the Nutmeg Network. The National Guard's mission to provide public safety during emergency operations requires us to ensure that all facilities have reliable and affordable IT infrastructure in order to quickly disseminate and share vital information. This requirement has become more evident in the agency's support to the COVID-19 Operational Response.
- Secure wireless capabilities at key installations, Hartford Armory, Camp Niantic, Bradley Air National Guard Base & Windsor Locks Readiness Center is being sought as a means to provide personnel from multiple organizations to securely connect to their respective servers through virtual personal network (VPN) technology.

Connecticut State Colleges & Universities

Mission

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

Technology Strategy

Due to the succession of CSCU's Chief Information Officer, the current 2020 technology plan is under review for the required revisions. However, the tenets of the 2020 technology plan remain in place, as well as the continued standardization of the technology infrastructure, applications, data sets, and workflows, along with the elimination of customizations to streamline operations and reduce operating cost structures.

The primary areas of focus of the new plan will be cyber security, information technology alignment with business process management, ITSM improvements, project management improvements, and systems and software normalization across all eighteen (18) CSCU institutions.

Technology Achievements

- Server/Storage Infrastructure Updates
- Network & Voice Updates/Enhancements
- Firewall Updates
- Wireless Infrastructure Upgrades
- New IT Service Management System
- Pivot to Remote Learning/Working in Response to COVID
- One College Banner

Digital Government

List of Online Services Available:

- Online registration
- Online admissions
- Online financial aid processing through a secure digital portal
- Online educational courses through Blackboard
- Online bill payment through TouchNet

- Office 365 Productivity and Communications
- Video Conferencing for Students in Microsoft Teams, WebEx, and Collaborate
- Online Advising and Telemedicine

List of Online Services Requested by Constituents:

- Online texting of students

List of Online Services Planned to be made available:

- Centralized online purchasing for CSCU staff.

Planned Applications

A new 5-year strategic IT plan is under development based on the new CSCU CIO's vision for the future for all CSCU institutions. The initiative to consolidate the 12 community colleges into a single institution will require a 5-year strategic IT plan subsection to achieve the desired operational results.

FY 2022 Technology Budget

Hardware	
Backup Infrastructure	$ 48,000.00
Server Upgrades	$ 134,000.00
Storage Expansion	$ 261,000.00
Voice Servers	$ 110,700.00
Wireless Upgrade	$ 2,668,000.00
	$ 3,221,700.00
Software	
BannerCloudSaaS	$ 570,100.00
BannerCloudSoftwareMntnc	$ 1,293,148.00
BannerCloudHosting	$ 3,770,338.00
BbAlly	$ 90,000.00
Bb Learning Core SaaS	$ 885,914.00
EMS Campus Agreement	$ 124,000.00
Kaltura	$ 221,996.00
Oracle WebLogic Suite	$ 660,000.00
Symplicity Licensing	$ 422,700.00
	$ 8,038,196.00
Services	
Blackboard Help Desk Support	$ 360,000.00
Ellucian Consolidation	$ 2,572,871.00
Everbridge Emergency Notification	$ 113,000.00
Security Managed Services	$ 999,999.00
Voice/E911 Services	$ 254,000.00
	$ 4,299,870.00
Subscriptions	
Educause	$ 29,300.00
Gartner	$ 225,000.00
Nercomp	$ 3,096.00
On Demand Training - Ellucian	$ 73,000.00
	$ 330,396.00
Telecom/Data	
Cisco ELA	$ 698,962.00
Network/Voice Managed Services	$ 474,300.00
	$ 1,173,262.00

FY 2022 Technology Major Expenditures

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

- BeyondTrust Privileged Access Management system for the Community Colleges
- Upgrade Network Infrastructure devices
- Service Now (ITSM) Expansion
- New Authentication/Account Provisioning system
- Wireless Expansion
- CRM Advise Deployment
- CRM Recruit Deployment – One College
- Continued implementation of the One College Banner platform
- Ellucian Experience Implementation – One College
- Cloud deployment of EMS – Event Management System - One College

Connecticut State Library

Mission

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

Technology Strategy

This fiscal year, the State Library will continue to take steps to ensure a stable IT infrastructure and a secure environment to support the work of staff; patron access to a wide range of online resources; and digitization of the State Library's collection. Plans include a website refresh; replacement of aging software and hardware in the Preservation, Museum, and Access Services units; adoption of LEAN strategies when possible; and continued efforts to create a secured digital preservation repository system for state data. The Division of Library Development will continue its partnership with the Connecticut Education Network in administering the Fiber to the Libraries grant program and the Connecticut Libraries Fiber Consortium.

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

Technology Achievements

The State Library continues to preserve our digital assets in the Connecticut Digital Archive (CTDA), which is located at and managed by the University of Connecticut (UCONN). Completion of the CoreTrustSeal certification (https://www.corestrustseal.org) process is expected to be completed next year. The Office of Public Records and State Archives continue implementation of the IBM Enterprise Records (IER) module to allow agencies to automate the review and disposition of records stored within the FileNet Repository. Development is ongoing, with one state agency in production and a second in final testing. The IER process includes workflows for destruction of records and for the transfer of archival records to the Connecticut Digital Archive (CTDA). In the past year, former Lt. Governor Wyman's Press Office files have been preserved in CTDA. Photographs from the Colt Collection and several thousand aerial photos have been migrated from ContentDM. The Connecticut Bills & Acts Index has been posted on our website and includes historical legislation searchable by bill number, act number, year, title keyword, and committee. The grant funded Newspapers of Connecticut project and the Connecticut Digital Newspaper Project continued to upload content into CTDA, preserving historical content from across the state.

Digital Government

List of Online Services Available:

- The State Library uses a variety of social media platforms to serve other agencies and the public. These include: Constant Contact, Twitter, Facebook, and HistoryPin. The Agency uses LibGuides to present research guides to the public and uses ArchivesSpace to present Encoded Archival Description (EAD) finding aids for the State Archives' collection, giving patrons timely access to newly-acquired records and enhanced reference service through ArchivesSpace's archival collection management and finding aid system. Reference services for public and state employees is through our website via email and chat. The Agency uses Teams to deliver high resolution scans and copies of materials to patrons. Unique Connecticut records and documents are made accessible through our catalog and in-house indices.
- The Office of Public Records manages the Atlas Retention Policy Platform, a database of state agency records retention policies.
- The Agency shares an integrated library system (ILS) with the Connecticut State College and University (CSCU) libraries to provide online access to its catalog of holdings. ArchiveIT, a web archiving system, enables the Library to harvest, build, and preserve collections of digital content throughout State agencies. The Agency also provides onsite access to additional databases that cannot be licensed for remote use. The Agency provides access to much of its digital collection through CTDA and continues to transfer digital collections from ContentDM to CTDA.
- The Division of Library Development (DLD) administers the Connecticut Digital Library (CTDL) which consists of: researchIT CT (formerly iCONN) a statewide suite of databases; findIT, the statewide catalog; and reQuestIT, the statewide interlibrary loan service. DLD administrators a statewide ebook platform in partnership with Lyrasis, which provides development and IT support.

List of Online Services Requested by Constituents:

- Public Records has updated records disposition forms (PDF) available on the State Library's website to allow paperless transactions for disposal requests, as requested by state agencies and municipalities.
- State Library cards can now be requested via an online form on our website.

List of Online Services Planned to be made available:

- Continue to expand the in-house databases and indexes (available to the public on Agency websites) of archival materials.
- Work with FamilySearch.org to expand the accessibility of Connecticut State Library materials.
- Expand in-house subscription databases/indexes to include more remotely accessible resources for CT State Library borrowing cardholders.
- Update the online forms available on State Library websites to become paperless transactions. Public Records and State Archives to use digital signatures where appropriate.

Planned Applications

The State Library will continue the Microsoft 365 upgrade (including expanded training and use of Sharepoint and Teams); continue to digitally archive state government websites using Archive IT; and Public Records and Archives will add additional document types to the CSL FileNet repository and implement the IER process where appropriate. Continued used of ArchivesSpace; Adobe; ContentDM.

FY 2022 Technology Budget

Hardware: $100,000 (PC refresh; hardware replacement projects)

Software: $12,000 (Library applications, Microsoft licensing)

Services (consulting): $50,000 (consultant for six months to assist Archives staff with drafting an RFP for secured digital preservation repository system. Request being prepared for IT Capital Investment Committee)

Subscriptions: $2.5 Million (eBooks, library databases, ContentDM, ArchiveIT, ArchivesSpace)

CTDL: $249,593 (Bibliomation: system infrastructure, FindIT database maintenance, software development, and continuation of building out connectors)

Telecom and Data: $7,500 (Extreme); $1,560 (CEN - $15,600 – 90% e-rate)

FY 2022 Technology Major Expenditures

Statewide Union Catalog and Interlibrary Loan System hardware, software, and service: $232,561

Subscriptions to online databases and library materials: $2,500,000

Statewide eBook platform and content: $500,000

Fiber Grant project in partnership with CT Education Network (CEN) to build out fiber connections to public libraries: $1,800,000

Connecticut Digital Newspaper project: $428,000 (funded by a NEH grant)

Department of Administrative Services

Mission

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

Technology Strategy

The Bureau of Enterprise System and Technology provides quality information technology (IT) services and solutions to state agency customers, effectively aligning business and technology objectives through collaboration, in order to provide the most cost-effective solutions that facilitate and improve the conduct of business for our state residents, businesses, visitors and government entities. The multiple lines of business work alongside DAS/BEST to utilize enterprise systems where appropriate. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

As part of the optimization effort, DAS/BEST (and all Executive branch agency IT teams) will transition into the new IT Organization – Bureau of Information Technology Services or BITS. The technology strategy of DAS/BEST will align with the emerging technology strategy for BITS with focus on Digital Government and Cyber Security. Those strategic imperatives are discussed in IT Optimization section of this document. In the interim DAS/BEST will continue to facilitate the mission for the DAS functional units – Statewide Human Resources, Procurement Services, Business Office, Collection Services, Bureau of Facilities Management. DAS/BEST will also continue to make improvements to the statewide platforms and services that it currently supports.

Technology Achievements

BEST – Application Services

- Digital Government initiatives (covered in detail under Digital Government) sections

- Kronos rollout – live pay cycles for all four agencies in scope
- Expanded Enterprise Content Management Services – Datacap, IBM Enterprise Records
- Continued expansion of the licensing and permitting platform to agencies including integration with mobile inspection solution Mi-Apps
- Application hosting for Digital Government initiatives across multiple agencies
- Delivered over 50+ web content and website redesign projects on the Sitecore platform

BEST – Compute Division

- Successful migration of the COMPASS application from DOT Azure tenant to the State of CT Azure tenant with no impact on the agency
- DPH pipeline stability in support of 4000% increase in throughput due to COVID19 test results
- Connecticut Voter Registration System efficiently processed more than 700,000 new voter registrations and more than 650,000 absentee ballots
- CICS system configuration updated to provide robust support for the DMV Modernization
- Installed new backend storage solution, including the successful migration of over 2000 virtual servers with no impact to the agencies and services
- Implemented two new Data Protection platforms and successfully migrated all data while implementing new encryption and tiering options for future consumption and archive functionality
- Built out "Control Tower" in AWS offering foundation security, governance, and best practices for future AWS cloud adoption
- Enhanced our Azure services by introducing security, governance, and best practices for future Azure cloud adoption
- Implemented automation around our standard MS SQL builds
- Completed an entire inventory of all SQL DBs and associated licensing with a roadmap for DB centralization
- Negotiated a four-year contract with IBM significantly reducing year over year spend
- Upgraded SIEM to a new platform (Q-Radar)

BEST – Enterprise Architecture

- Support Agency initiatives
    - Close collaboration with Connecticut Paid Leave to see through the successful Go-live
    - Close collaboration with CT DMV for successful go-live of online services
    - Close collaboration with CT DOL for Identity Proofing and Fraud Prevention
    - Close Collaboration with SOTS for developing Business Registration System (CONCORD Replacement)

- Facilitating a joint governance model for a single HHS Salesforce org supporting OEC and DSS
- Collaboration with DPH to stand up COVID Vaccine Finder app in record time
- UiPath Robotics Process Automation for CT Military Invoice processing
- SSO solution for LinkedIn Learning
- 15+ Solution and Architecture Reviews of various agency applications

- New Enterprise capabilities for the State
  - ForgeRock for external identities fully stood up with 80K identities and growing
  - MuleSoft Integration Platform supporting 25+ APIs for 4 different agencies.
  - Einstein Chatbot enabled for business.ct.gov
  - Blackthorn and Auth.net payment solution
  - Azure Synapse enabled for DPH reporting pipeline.
  - Windows Virtual Desktop pilot
  - AWS as a cloud hosting option enabled for the state
  - OWN backup introduced for Salesforce back-up
  - Twilio enabled as SMS messaging platform

BEST – Network Services

- DVA Rocky Hill Campus's Wi-Fi was upgraded and expanded for resident use.
- Migration project of multi-factor authentication users from RSA SecurID to Microsoft Azure cloud.
- Migration of Internet Domain Name System (DNS) to the CEN InfoBlox accomplishing enhanced Cybersecurity, automation, redundancy and disaster recovery all while reducing operating cost.
- Deployed Akamai DNS security to reduce Distributed Denial of Service (DDoS) to all executive state government web sites.
- Established secure and private connectivity with two leading Cloud Service Providers; AWS Cloud Direct Connect and Azure Cloud Express Route. Permitting the State of Connecticut to have an avenue for reducing Network costs, lowering latency, and increasing bandwidth throughput for specialized workloads.
- Reporting for the Web filtering platform moved from on premises to a Cloud service. Expanding on reporting features, reducing cost and simplifying deployment.
- Migrated 5 of 14 DEEP legacy network circuits from the 79 Elm Street Data Center to the Groton Data Center Enterprise solution (all 14 sites will be migrated to GDC from DEEP Data Center by end of year).
- Provisioned approximately 50 additional circuits over the Public Safety Digital Network (PSDN) to a wide range of state, municipal and non-profit public safety entities to transport critical

public safety communications data. This facilitated increased resiliency and regionalization of emergency services and allowed the cancellation of numerous costly wireline and broadband services.

- Completed the installation of the consolidated CJIS/COLLECT network infrastructure routers across 107 public safety locations
- Increased capacity for the Enterprise Data Center interconnect between the Groton and Springfield datacenters. A new 100G protected WDM light wave service was provisioned on the data center optical ring.
- Increased the security profile of critical public safety infrastructure, including e911 devices.
- Implemented Net Box application in order to consolidate multiple legacy databases. This will be foundational for future automation and optimization initiatives for the Network environment.
- Migrated, repurposed and decommissioned the Wide Area Network along with the associated data circuits for the State Department of Education and Department of Energy and Environmental Protection.
- Migrated key, larger-scale agency Disaster Recovery and Business Continuity environments into the state's Groton and Springfield Data Centers for the State Department of Education and Department of Energy and Environmental Protection.
- Enhanced the bandwidth capacity and resiliency of the new Enterprise Backup and Recovery appliance supported by the Compute Division by redesigning 10G to 80G port channel cloud peering configurations resulting in standing up an Active-Active load balancing environment.

BEST - Security Systems and Operations

- Implemented a 24/7 Security Operations center providing continuous network and security monitoring to safeguard data and meet Federal Regulatory compliance regulations.
- Executed multiple Statewide phishing campaigns to aid in building a strong security culture.
- Deployed an Enterprise-wide vulnerability scanning tool which identifies vulnerabilities before threats can take advantage of them. Expansion to customer agencies in the next fiscal year.
- Planned effort for a security optimization assessment in Q1 of the next fiscal year.
- Implemented Malicious Domain Blocking and Reporting (MDBR) tool to prevent systems from connecting to harmful domains and help prevent ransomware attacks.
- Began planning and implementation of an upgraded security monitoring system which provides visibility into our Enterprise network. Work is scheduled for completion in Q1 of the next fiscal year.
- Provided facilitation of audits for State agencies that are required to follow Federal Regulatory Compliance standards which include but is not limited to FTI, CMS, SSA, HIPAA, and PCI. Coordinated mitigation efforts within the Enterprise network to ensure compliance and continued exchange of data with Federal partners.

- Partnered with Federal Agencies to share and disseminate critical and informational cyber security alerts to our State agencies.
- Established a Deputy CISO position for DAS/BEST and the State of Connecticut (actively recruiting).
- Development of an 11-million-dollar cyber security budget to be approved in Q1 of the next fiscal year.

BEST – Unified Communications

- Continue Agency facility migration to the Enterprise Voice network.
- Migration Projects completed included the Governor's office and the Department of Housing. Projects currently underway encompass several DMHAS facilities including CVH Middletown, several DDS facilities and five DESPP Troop barracks.
- All Enterprise facilities now in compliance with Kari's Law, a 911 related law concerning access to emergency services.
- The State Police Headquarters on Country Club Lane in Middletown was migrated to the Enterprise Voice system.
- AT&T voice-over IP phone line upgraded to a maximum 1195 concurrent call capacity.
- The Judicial Office in Rockville was migrated to the Avaya Enterprise voice system to support Contact Center agents working from home.
- Assisted State employees where needed in installation and setup of software based voice-over-IP phones to assist them with working from home during the Covid-19 Pandemic.

People Services

A new shared services technology organization requires an aligned leadership team, a motivated and engaged workforce and a set of processes to support continual growth of our most precious asset: our people. Our people team, rebranded as Workforce Development, is responsible for the employee alignment and development for the critical Optimization work.

- Facilitated the naming of the new IT organization as BITS through a statewide participatory process
- Identified the Organization Behaviors crucial for aligning the workforce for the new IT Organization through interviews, surveys and leadership workshops.
- A management development program with three batches graduating already,
- Facilitated the design of a Training and Development program including roll out of LinkedIn Learning for all IT employees across the State
- Instituted strong communication programs and volunteer group to listen and effect organization change

Agency Engagement Services

A new shared services technology organization also requires a more structured agency engagement model to ensure the unique needs of each agency are being met. The Agency Engagement Services team, rebranded as Customer Success, has interviewed several other states for best practices in customer relationship management and satisfaction.

- Started working with Agency leadership, Labor Relations, Vendors and other stakeholders to discover needs and drive alignment
- Establish regular communication channels with the key stakeholders

Digital Government

One Stop Program, Enterprise Support

- One minimum viable product (MVP) and six iterations of Business.CT.gov service category
- *Robin*, a self-serve AI chatbot on Business.CT.gov
- One additional iteration of *Robin*
- An extensible design system, content standards, form digitization process

One Stop Program, Agency Business and Technical Support

- Secretary of State (Business Registry Service)
- Department of Motor Vehicles (digital services implementation)
- CT Paid Leave (digital services implementation)
- Department of Economic and Community Development (digital services implementation)

One Stop Program, Agency Strategic Guidance

- Secretary of State (digital services implementation)
- Office of Policy & Management (data, municipal services)
- CT Governor's Workforce Council (digital services implementation)
- Department of Social Services (Salesforce service model)
- Department of Energy and Environmental Protection (Salesforce service model)
- Department of Agriculture (grants portal)
- Department of Housing (Salesforce service model)
- Department of Veterans Affairs (Salesforce service model)
- Office of Early Childhood (digital services implementation)

COVID-19 Related Assistance

- DECD small business loan application
- DECD small business certification and complaints intake form

- DOL UI assistance webpage redesign
- Support of ReOpenCT
- A centralized COVID-19 webpage, with continual updates tied to analytics
- Webpage supporting the Governor's 180 Skills employment initiative
- Support of the CT Alerts program
- DPH travel restriction form and related website communication
- Assistance improving COVID-19 vaccine deployment system
- Support of rapid mass notifications to COVID-impacted businesses

List of Online Services Available:

- Business.ct.gov
- Service.ct.gov
- State Phone Directory
- Online State Surplus Auctions
- Online training for State Employment Process
- Online Contracting Portal to register businesses and respond to bids and RFPs
- Report a technology outage
- Apply for access to the Nutmeg Network
- Apply online for certification as a Small or Minority Business Enterprise
- Apply online for prequalification to bid on state funded construction contracts
- Report or comment online about State Fleet vehicles
- Show personalized status on CT State Exam Lists
- Apply online for CT Bar Exam
- Review Open Data Portal
- Provide feedback regarding new state portal
- Apply online for a uniform license for community-based entities
- Apply online for a new license, permit or certification
- Sign up for e-alerts for new notices for jobs, examinations, bids/RFPs
- Register online to become a public surplus buyer
- State public meeting calendar
- Donation payment processing for the Department of Veteran's Affairs and the CT
- State Library Heritage Foundation
- Vehicle Lien Status inquiry service
- Mobile applications for the Department of Motor Vehicle online services and CT Emergency Preparedness

- Online Customer Assistance requests for the Department of Banking
- Online Customer Complaint filing for the Office of the Victim Advocate
- Online filing for Encroachment Permits
- Online Crane and Demolition Licensing
- Online Job Search and Recruitment

List of Online Services Requested by Constituents:

- Content to be available in non-English languages

List of Online Services Planned to be made available:

- Enterprise Chatbot
- Live Agents through Chat channel
- Multi-lingual content

Planned Applications / Future Initiatives

- One Stop Roadmap
  - Robin Enterprise Chatbot (faq bot, transaction bot)
  - CT.Gov Service Catalog and Intent based experience
  - MyCT account-based dashboard experience
  - Expanding Business.CT.gov
  - Developing Driving.CT.gov, Health.CT.gov, Education.CT.gov, Jobs.CT.gov, Taxes.CT.gov
- Enterprise Platform Capabilities
  - Document Management
  - Payment Processing
  - Robotics Process Automation
  - Rapid Forms Digitization
- Security
  - Dashboard for security performance of agencies
  - Assessment and Mitigation of single point of failures
  - Identity Proofing / Identity correlation
  - Development of an 11-million-dollar cyber security budget to be approved in Q1 of the next fiscal year.
- Deployment and migration of Public Safety Data Network (PSDN)
- In partnership with agencies, develop a reference architecture for data pipeline and analytics
- Bucks Recovery Application Modernization

FY 2021 Technology Budget

Category	Account	Account Description	Total Amount
Hardware	53740	IT Hardware Maint & Support	$ 1,992,297.15
	53920	IT Supplies	$ 165,639.28
	54150	Controllable Property	$ 179,088.15
	54151	Non-Controllable Property	$ 2,687,987.51
	54153	IT Hardware Controllable	$ 507,368.69
	54154	IT Hardware Non-Controllable	$ 33,465.57
	55700	Capital-IT Hardware Purch/Inst	$ 1,601,979.51
	55730	IT Equipment	$ 7,228,672.00
Hardware Total			**$ 14,396,497.86**
Services (Consulting)	53715	IT Consultant Services Hourly	$ 43,286,509.51
	53716	IT Consutant Services Fixed Fee	$ 74,916.25
	53717	Managed Services	$ 100,803.00
	53720	IT Data Services	$ 1,483,855.09
Services (Consulting) Total			**$ 44,946,083.85**
Software	53718	Software as a Service	$ 90,395.55
	53719	Platform as a Service	$ -
	53721	Infrastructure as a Service	$ 7,010.64
	53755	Non-Controllable Software	$ 16,591,790.17
	53760	IT Software Maint & support	$ 8,628,450.43
	54152	Controllable Software	$ -
	55725	Capitalized Software	$ 470,834.18
Software Total			**$ 25,788,480.97**
Subscription	51674	Online Information Services	$ 37,485.80
	51675	Subscriptions	$ 2,064,839.70
Subscription Total			**$ 2,102,325.50**
Telecom	53820	Cellular Communication Srvcs	$ 149,286.75
	53830	Internet Services	$ 921,960.46
	53850	Telephone Repair & Maintenance	$ 1,494,485.48
	53860	Telephone Installation	$ 195,525.61
	53870	Loc/Long Distance Telecomm Sv	$ 1,855,576.51
	55710	Capital-Telecomm Equip/Syst	$ 1,893,640.12
Telecom Total			**$ 6,510,474.93**
Grand Total			**$ 93,743,863.10**

Department of Aging and Disability Services

Mission

The mission of the Department of Aging and Disability Services (ADS) is - *Maximizing opportunities for the independence and well-being of people with disabilities and older adults in Connecticut*. We provide a wide range of services to our clients to assist them in maintaining or achieving their full potential for self-direction, self-reliance and independent living.

Technology Strategy

ADS IT provides the agency with modern, secure and reliable technologies to meet the growing in house demands and the requirements of Governor Lamont's Streamlining Digital Services Initiative. We will continue to improve service delivery using existing tools and adding new methodologies. Infrastructure, including servers, applications, telecommunications network, security and monitoring will continue to be redesigned and upgraded to current, more secure standards. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Setup, configured and deployed new clustered VMware infrastructure, using new hardware and VMware software, to support the agency's expanding needs and migrated all VM servers and data storage from old servers to new VMware infrastructure.
- Re-designed, reconfigured, and implemented the agency's Disaster Recovery Plan by acquiring new software and repurposing existing hardware at the Groton Data Center.
- In conjunction with DAS/BEST, successfully setup and configured ADS public-interface web applications, and development and hosting environments at the Groton Data Center by setting up the SQL and web servers.
- Built and implemented the public interface ADS Application Access Portal (ADS Portal) https://adsapps.ct.gov/ADSPortal/Default.aspx, which provides login, role-based access and web-shared resources for all web-based applications built in-house.
- Built and deployed in staging environment a web-application for Involuntary Transfer and Discharge Notification https://adsapps.ct.gov/LTCOP/Default.aspx for all CT nursing homes to submit notifications to ADS.
- Converted the Workers Rehabilitation Services case management application from Sybase/Power Builder to SQL/.NET web-based flatform. 90% of the system has been rewritten.

- Migrated the ADS Forums and ADRC application from DSS application hosting environment to ADS' newly created application hosting directory structure.
- Built a new virtual file server with modern technologies to replace agency's decade old, fragile, physical file server.

Digital Government

List of Online Services Available:

- State websites: www.portal.ct.gov/ADS and www.ct.gov/connect-ability
- Client information websites: www.cttechact.com, www.elearning.connect-ability.com
- Long Term Care Ombudsman Program website https://portal.ct.gov/LTCOP
- CT Elder Justice Coalition website - https://elderjusticect.org/.
- A new Microsoft cloud-based Intranet site created in SharePoint for ADS employees to access employment related information.
- Social media websites: https://twitter.com/ADS__CT, https://www.facebook.com/ADSConnecticut, https://www.linkedin.com/in/brsct/, https://www.youtube.com/channel/UCzc2xHDq5WYgVr_bpar9jrg, https://www.instagram.com/ads__ct/

List of Online Services Requested by Constituents:

- Ability to apply online for Vocational Rehabilitation Program services
- Ability to learn about agency services and obtain access to available resources
- Use of online video communication options

List of Online Services Planned to be made available:

- Long-Term Care Ombudsman's Involuntary Transfer and Discharge Notification System for CT nursing homes: https://adsportal.ct.gov/CTITDNOTIF/Default.aspx
- Public interface ADS Forums web application: https://portaldir.ct.gov/ADS/asdforums/default.aspx

Planned Applications

- Migrate BRS System 7 case management system application from old hardware to new VMware infrastructure.
- Complete conversion of Workers Rehabilitation Services case management system/application from Sybase-Power Builder to SQL .NET web-based flatform.
- Migrate old file server to newly built virtual file server.

- Convert existing MS Access database applications to SQL server. Use the current MS Access interface and link it to a SQL server database, instead of an MS Access database.
- Migrate all active directory components from current DORS, BESB, CDHI OUs to newly created ADS OU.
- Migrate business critical physical servers to VMs.
- Rewrite and redesign current VB based ADRC application to .Net based.

FY 2022 Technology Budget

Outline a plan for technology spend from all sources:

Hardware -$ 40,000

Software Subscriptions - $100,000

IT Consulting Services - $200,000

Software Maintenance & Support - $500,000

Telecom and Data - $ 30,000

FY 2022 Technology Major Expenditures

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

- Software Maintenance & Support - $400,000 annually for Disability Determination Services Case Tracking Software

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 accreditation.

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

Technology Achievements

- Replaced Concordance with CasePoint as the agency's legal eDiscovery platform
- Deployed laptops to majority of staff for remote work

Digital Government

- Online submission of complaints
- Online license application and renewal for mortgage licenses through NMLS
- Online license application and renewal for non-mortgage license types through NMLS
- Online license application and renewal for Investment Advisors through IARD
- Online license application and renewal for Broker/Dealers through CRD
- Online Scheduling and conducting of independent and multi-state examinations
- Securities registrations and notice filings including
    - Exemption/Notice Filings
    - UIT notice filings
    - Mutual Fund notice filings and renewals
    - Registration by Coordination
    - Registration by Qualification (Reg A)
    - Business Opportunity Registration
    - Business Opportunity Exemption Notices (Trademark filings)

- Agent of Issuer filings

List of Online Services Requested by Constituents:

- Ability to make the industry data Banking collects available to entities that want to utilize it

List of Online Services Planned to be made available:

- The National Credit Union Administration (NCUA) will be issuing the Modern Examination and Risk Identification Tool (MERIT) and will be used by credit unions to interact and share information with examiners
- Electronic submission of certain state securities filing material including Form NF for Unit Investment Trust (UIT) and Mutual Fund offerings as well as Form D for Regulation D, Rule 506 offerings and payment of related fees with the implementation of NASAA's EFD (Electronic Filing Depository) system. Although currently available through the E License system, EFD allows the user to file in multiple states simultaneously increasing efficiencies and saving time for the user.

List of Online Services Planned to be made available:

- Ability for institutions to set up delegates to upload required data into eLicense
- Internal use of an online Learning Management System to track complex continuing education/certification requirements

Planned Applications

- Implement an Enterprise Content Management System (FileNet)
- Evaluate and Implement Learning Management System Options (such as SABA) for tracking training and certification requirements
- eLicense Enhancements – Online Delegation
- Investigate alternate site locations and update the Disaster Recovery and Continuity of Operations Plans
- Assessment of data available and tools to perform advanced analytics
- Add wireless access to the Banking office

FY 2022 Technology Budget

Outline a plan for technology spend from all sources:

Hardware	$73,312

Software	$41,414
Services (consulting) -	$385,000
Subscriptions	$105,495
Telecom and Data	$24,550

FY 2022 Technology Major Expenditures

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

- Enterprise Content Management System (FileNet)
- eLicense Enhancements

Department of Children and Families

Mission

To partner with communities and empower families and raise resilient children who thrive. Connecticut's Department of Children and Families (CTDCF), sister state agencies, community-based organizations, early childhood, K-12 education, healthcare, law enforcement, judicial/courts, housing, behavioral health, labor and social service systems are all on the same team, working together to achieve optimal outcomes for children, youth, families and communities.
For more information see: https://portal.ct.gov/DCF/1-DCF/Mission-Statement

In order to align with DCF's cross-cutting themes and overall mission and strategy the following technology strategy goals have been put into place:

Technology Strategy Goals

- Improve Customer Satisfaction and expand on-line service delivery
- Increase System Security and Compliance
- Increase Data Quality and continue implementing Data Governance
- Facilitate Data Exchange with State and Federal Partners
- Improve Worker Mobility, Collaboration and Accessibility
- Optimize Internal Processes Efficiency and Effectiveness
- Develop and Enhance Staff Skills Sets
- Improve Asset Management and optimize Returns on Investments
- Consolidate and Standardize Technologies
- Improve the Disaster Recovery Capabilities and validate them through periodic disaster recovery exercises

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

Technology Achievements for 2021

LINK (DCF's legacy child welfare system)

- **Post-Secondary Education (PSE) Report Enhancements:** The reporting process for DB2 was improved with the creation of two new reports that DCF/PSE staff will run on an annual basis. This will enable more accurate tracking year over year and will improve case planning and Outcome Measure 4 Needs Met. Completed in **November 2020**.
- **SPM Report:** DCF Post-Secondary Education/Vocation (PSE) staff will utilize these changes to the Services Post Majority (SPM) LINK report in order to track PSE versus youth in care. DCF PSE unit requested to add a filter to the SPM LINK report that will allow staff to obtain list of youth in open, closed, reopened SPM cases. Presently report ends at 21 years of age (for IVE reimbursement). Report will continue to look the same, but staff will be able to use a filter and obtain all youth in SPM cases including youth over 21 years old. Completed in **Jan 2021.**
- **Case Activity Visitation Types and Virtual Visits:** Due to the COVID-19 pandemic and remote work, DCF staff began virtual visitation for most cases that needed to be scheduled / tracked for the required timeframes for visitation. LINK code was changed to use types of case activities and add virtual visits as an option. New reporting capabilities regarding virtual visits have been developed as requested by the Executive Team. Completed in **February 2021**.
- **DB2 V12 Upgrade:** Thoroughly tested LINK to work well with the upcoming DB2 state mainframe upgrade. DAS BEST executed a mandatory DB2 upgrade of the state level shared DB2 mainframe to latest version V12. DCF had to test and implement coding changes in order to make LINK compatible with DB2 V12. Completed in **March 2021**.
- **NACHA ACH Encryption:** The National Automated Clearing House Association (NACHA) has issued new guidelines for automated clearing house (ACH) payments, requiring that payees' bank account information be transmitted and stored while encrypted. DCF complied with NACHA's guidelines: account and payment related information is encrypted at rest as well as end to end during the information transfer to all third parties (e.g., banks and custodians). Completed in **May 2021**.
- **Expungement of FAR Cases:** Implemented changes to LINK to comply with CT Public Act No. 13-54, Sec.2, Subsection (h) of section 17a-101k of the general statutes. LINK now will automatically expunge FAR cases after five (5) years from the latest closure date of the most recent family assessment with no further intervention or subsequent substantiations. Completed in **June 2021**.

CT-KIND (DCF's new child welfare system)

This is our major project to replace the current child welfare system of record named LINK. We currently have 5 Agile teams working independently and synchronized with each other for building different parts of CT-KIND. Some of the recent achievements for CT-KIND are:

- **Careline SOW (MVP):** The Careline Module encompasses all of the functionality for the Careline staff including processing Child Protective Services (CPS) Reports and developing an Online

Reporting Portal for low-risk cases for Mandated Reporters. The Careline SOW Supplemental was created in order to complete work from Careline SOW that is beyond MVP (for more detail on the Careline SOW Supplemental, see planning section later in the document). Completed November 2020.

- **Background Checks (BGC):** The project intent was to provide an efficient solution to expedite and automate Central Registry checks with real-time approvals, notifications and review process. Portal functionality allows for secure submissions and responses to these requests (single, multiple or bulk requests), including the ability to revise uploaded data, view previous submissions, and view requests and status through dashboards. The portal presents information in a unified fashion same as other portal capabilities such as Online Reporting for Mandated Reporters. The goal is to leverage Master Data Management (MDM) capabilities to match against names on the Central Registry with all the possible permutations, score these, and set thresholds to reduce the need for DCF Staff manual reviews. The Background Check Portal began development in **December 2020**. A pilot was released in March 2021 to a select group of agencies. Phase 2 was released in April 2021 to all agencies with the exception of the three (3) state agencies submit bulk requests. Phase 3 included the bulk submissions as well as batch processes, validation, and reporting features. Completed **June 2021.**
- **URF Dynamics 365 solution:** In 2017, DCF successfully applied to the Harvard Kennedy School Government Performance Lab for technical assistance focused on "a performance improvement project that will support our strategic planning efforts to bring the consent decree to a conclusion upon the achievement of the remaining outcomes." Following the recommendations, DCF started to create a Universal Referral Form (URF) to streamline the referral process, and to ensure the right services are implemented based on the family's needs. Before the URF solution, referrals have not been supported by an-end-to end DCF system and instead take place on a largely ad-hoc basis guided by supervision, emails and discussions with "gatekeepers," excel wait lists, consultations with RRGs, and engagement with providers. URF improves the match between needs and services through Area Office Service Coordinators (gatekeepers) and automates parts of the referral process. The URF pre-fills forms to simplify the referral process to providers by re-using previously provided data. The Minimal Viable Product (MVP) was released to DCF staff in September of 2019. Since then, additional work was done to enhance the URF application such as: Cloning of URFs, Gatekeeper/Service Coordinator Review of URF as well as Additional reporting functionality. Completed in **June 2021.**
- **Call Center for Careline using Five9:** Implemented Cloud Call Center for Careline using Five9 technology. The Five9 system brought many benefits to DCF such as: mobile workforce, quality monitoring and scoring for each agent, live dashboards showing real time activities and queue load, smart call routing by operator skills and type of customer, graphs and statistics to reduce costs by matching supply to call demand.

Some of the many smart features that DCF was looking for and are satisfied by Five9's solution are:

- Call securely from any US location (this helps with disaster recovery and was/is very useful during the pandemic)
- Live dashboard showing real time activities for each call, including the calls waiting in queue
- Smart call routing by operator skills and type of customer (general, police, hospital)
- Reports, graphs and statistics that help predict call volume and plan accordingly (this helps reduce both costs on idle labor during slow times as well as wait time frustration for the callers during the busy times)
- Recording is integrated and can be easily reviewed
- This new system will enable quality monitoring and scoring for each agent

This will be followed by integration with the Dynamics Connector (integration with CT-KIND) and screen pops for the Careline Dashboards and Forms, as well as Quality Management and Workforce management solutions. Completed in December 2020.

- **LEAN Events:** Continued to facilitate LEAN Events to streamline processes, reduce duplication, promote consistency and look at areas for automation in CT-KIND. Approximately 40 LEAN Events have been held for Business and Technical processes throughout the project thus far. Additional LEAN Events on Legal, Background Checks and Multi-Disciplinary Evaluations (MDEs) were scheduled for March 2020, however, these were deferred to the fall of 2020 due to the COVID-19 pandemic. Three (3) virtual LEAN Events were held in August and September of 2020 including Therapeutic Foster Care (TFC) Licensing, Multi-Disciplinary Evaluations (MDE) and the Background Check Unit Portal.

Other projects and initiatives

- **Office 365:** This project was pivotal to successfully providing service to Connecticut citizens during the COVID-19 Pandemic. Provided additional capabilities and core productivity software (Word, Excel, PowerPoint, email, etc.) to agency staff working remotely from agency computers, tablets and smart phones by upgrading Office 2016 to Office 365. Additionally, Office 365 was proven to be more cost effective than paying individual licenses for each device that potentially runs Microsoft Office. This implementation improved secure communications, promoted efficiency in decision-making, while enabling the much-needed remote work capabilities. Completed in **October 2020**.
- **Performance Management Data Feed to Mindshare:** The DCF Executive Team, through Casey Family Services, has contracted with Mindshare, Inc. to build and host MindShare's proprietary dashboards. Mindshare requires a daily feed from LINK mirror to support the development and ongoing maintenance of said dashboards. Completed **Nov 2020**.

- **Mental Health Block Grant (MHBG):** Integrated required data from multiple sources, aggregate the data to the Uniform Reporting System (URS) tables specified by Substance Abuse and Mental Health Services Administration (SAMHSA), and provided the data to DCF and Department of Mental Health and Addiction Services (DMHAS). A requirement of SAMHSA in administering MHBG funds is that receiving states report to SAMHSA behavioral health (BH) data either throughout the year or twice yearly. DCF must provide the Uniform Reporting System (URS) tables by November 1st of each year, and by March 1 must also provide updated state hospital admission data. DCF data on children served is sent to DMHAS, who then combines the data with their data on adults served, who then sends each final combined dataset to SAMHSA. Completed **Nov 2020**.
- **VPN/VDI-UAG:** Increased DCF's and other state agencies remote work connection quality by implementing VDI-UAG. VDI-UAG works better than VPN because it does not share hardware or software with other state agencies; it does not send all the internet traffic through the VPN tunnel allowing for other applications to run at full speed using local connection. For example, by not going through VPN, Teams video conferences, run as smooth and non-disruptive to other state staff as possible by using the client's internet connection speed instead of the state's connection that is simultaneously shared with thousands of other clients. Completed **Nov 2020**.
- **Timely TPR Determination Report:** The round 3 of the Federal Child and Family Services Review (CFSR) process found that there was a delay in filing TPR or documenting a compelling reason for not filing TPR for children in care 15 out of the most recent 22 months. Connecticut received an overall rating of Area Needing Improvement. DCF modified existing DCF LINK reports in order to timely produce this information for staff thus allowing DCF to be in compliance with the Program Improvement Plan (PIP). Completed **Jan 2021**.
- **FSP UCONN File:** UCONN team requested new enhancements to the Family Stability Project (FSP) file that we upload to SharePoint every month. DCF implemented these changes that are meant to provide additional information, along with eliminating sensitive information such as Social Security and Medicaid Numbers to decrease the risk of data breach and identity theft. Completed **Jan 2021**.
- **Subsidy Assignment Report:** DCF's Subsidy Unit were unable to act on any case until it was physically present at Central Office, thus a lot of cases were unprocessed or processed extremely late. This situation was greatly improved by implementing a a Subsidy Assignment Report as a way of identifying both Adoption and Subsidized Guardianship cases as soon as they are assigned. With this information, DCF's Subsidy Unit will be equipped to seek out and request files that have been delayed, so that the new medical information for this group of children will be processed sooner. This will also help to get the Title IV-E determination completed in a timely fashion, which positively affects the federal claim timing and accuracy. Completed **Jan 2021**.

- **ESC Consultation Report:** DCF's Enhanced Service Coordination (ESC) committee needed to view ESC Consultation Narrative Data by Region and Office, to allow a quantitative report of ESC Consultation usage with drilldown similar to the Regional Resource Group (RRG) Consultation Report. The report was built and includes data from a new LINK Narrative type called "ESC Consultation". Completed **Jan 2021**.
- **Reworking Login Scripts:** DCF's login scripts needed extensive changes and testing in order to support deploying changes along with new capabilities for all users. These capabilities include: delivering Access applications permissions to authorized users as needed, deploying the open source PDFsam application to agency desktops (VDI and physical), deploying the open source File-converter application to agency desktops (VDI and physical), and changing VDI scripts to allow for the instant clone feature. Co**mpleted Feb 2021**.
- **Closed Records Desktop Applications Upgrade:** The PCs that the users are using for the Closed Records Desktop Applications were running out of hard drive storage and needed to be upgraded to W10. DCF built and configured said PCs with Windows 10 and the application data was moved from local storage to Network storage where it will be stored going forward. Completed **March 2021**.
- **WIFI Access Points 90+ offices:** Over 90 DCF offices were upgraded with multiple WIFI access points adding secure and reliable WIFI. This was needed as a fleet of tablets and smart phones was being deployed part of the mobility project. The wireless networks work like a secure WIFI mesh throughout the building and seamlessly been building floors as the user moves, without losing connectivity. Completed **Apr 2021**.
- **WiFi expansion in Solnit South Schools:** Solnit South school administration requested expansion of WiFi coverage to encompass both the East and West school buildings. DCF procured standardized WiFi Access point hardware and software licenses, installed Cat 6E cabling between AP locations and IDF closets and configured and deployed the new access points. Completed **April 2021**.
- **IRS 2020 changes to 1099 NEC and 1099 MISC:** DCF was mandated by IRS to implement changes to accommodate a new 1099B form. Additionally, DCF replaced Excel macros that processes the mainframe extract with SSIS and sent the extract that via SFTP to Exela. Completed **April 2021**
- **500FF Additional Services Data:** The Governor’s Taskforce for Housing and Support for Vulnerable Populations has convened an interagency workgroup to identify a group of people that are “high utilizers” of state agency services, for whom a pilot intensive care coordination project will be offered and evaluated for adding to the evidence-base of how to remediate their needs more effectively. Consequently, project researchers need to request a new dataset that comprises data that will allow them to estimate the costs of service to the population during a specified period. To help with the Governor's initiative, DCF built the capability to provide data regarding DCF services that is stored in both LINK (concerning direct services documented through Case Assignments, and indirect documented through Payments for services) and Provider Information Exchange (PIE) datasets (for receipt of grant/contract-funded services). Completed **Apr 2021**.
- **Family First QRTP IV-E Enhancements:**
  In order to continue to be able to claim the QRTP services for federal reimbursement, DCF

updated its IV-E system (required to do so by October 1st, 2021). New data collections questions had to be added regarding assessment completion within 30 days, appropriate placement and court determination regarding best placement type within 60 days of placement. Additionally, new eligibility codes had to be implemented per federal guidance. Completed **May 2021**.

Digital Government

List of Online Services Available:

- BGC (Background Checks) - portal feature to automate both state and internal Central Registry check requests with real-time approvals, notifications and review process
- URF (Universal Referral Form) portal used by DCF and third parties to streamline referrals and services
- PIE – Provider Information Exchange
- Emergency Safety Intervention and Average Daily Census
- Training (Mandated Reporter, Medication Administration, Foster Care Provider, Fostering Health for Children)
- LIST – Application to track Youth Skills
- Electronic 603 and Delivery Tracking
- Runaway Database Consolidation and NCMEC Interfaces
- Comprehensive Addiction and Recovery Act (CARA) online system capable of collecting information about infants affected by substance abuse.
- Microsoft Teams online service - enables remote video family therapy sessions as well as remote visitations between parents and children committed to our psychiatric facilities
- Mandated Reporter Portal now allows filling Online Referrals and Child Protective Service Reports online
- Results-Oriented Management (ROM) Public Site provides the public with relevant high-value data concerning DCF while maintaining confidentiality of the client-level data.
- CAPTA/CARA portal – allows reporting of incidents of controlled substance exposed infants
- Low Risk CPS Reports Portal – Allows reporting on non-emergent incidents by mandated reporters

List of Online Services Requested by Constituents:

- Youth 18+ - Online completion of NYTD Surveys
- Foster Parents – Real-time communication including afterhours ability to review Medical profile, Ability to request services, Ability to submit and review Critical and Significant Events
- Private Licensed Providers – online licensing and inquiries.

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

List of Online Services Planned to be made available:

- Mobile Communication to Ombudsman / Careline Staff

Planned Applications for fiscal 2022 (some are already in progress)

- **Careline Supplemental SOW:** The Careline SOW was released to the vendor pool in 2018 and a vendor was selected in January of 2019. The Careline Module encompasses all of the functionality for the Careline staff including processing Child Protective Services (CPS) Reports and developing an Online Reporting Portal for low risk cases for Mandated Reporters. CMA estimated the Careline Module would be delivered in nine (9) months, however, they were only able to successfully implement the MVP part of this module and left the project in November 2020. A Careline Supplemental SOW was established in order to complete work from Careline SOW that is beyond MVP. A separate vendor from the CT-KIND vendor pool, Infosys, was selected for this SOW. This work includes the Online Reporting Portal for low-risk cases for Mandated Reporters, it is currently in progress and is estimated to complete during first half of FY2022.
- **Intake SOW:** The Intake SOW was released to the CT-KIND vendor pool in February 2020. In November 2020, Infosys was selected for the Intake Module and negotiations are in progress. The plan is to have Infosys begin work on the Intake SOW in the fall of 2021, pending successful implementation of the Careline Module. The Intake SOW includes all of the necessary functionality for DCF's Differential Response System (DRS), including processes related to Investigations and Family Assessment Response (FAR) cases. This also includes dependencies from Careline, Person Management, Staff Management, Common Functions and Administrative Functions. Planned to begin after Careline Supplemental SOW completes.

- **Maximus - Quality Assurance and Progress Reporting:** In an effort to continuously improve throughout the CT-KIND Project, a SOW was posted on the DAS website. The CT-KIND Team has established a small vendor pool to provide third party, Quality Assurances and Progress Reporting Services similar to Independent Verification and Validation (IV&V) Services. CT-KIND Leadership procured these services to evaluate the quality of our processes of the design/build/test cycles during the Agile Program Increments, and to assess and provide independent reporting on the development and QA processes that are put in place in order to verify and validate compliance with the SAFe Methodology, and CCWIS requirements. Maximus was selected as the QA vendor in May 2020. Due to the COVID-19 pandemic and transition to remote work, Maximus began working on the CT-KIND Project in November 2020. These services will continue throughout the CT-KIND Project and will provide recommendations for improvements through periodic reports sent to the DCF Commissioner, Vannessa Dorantes. The first QA Report was received by DCF in February 2021 and reviewed with the Commissioner and Deputy Commissioner, Jodi Hill-Lilly, on April 29, 2021. This project is in progress.
- **CCWIS-Master Data Management (MDM) Data Quality:** DCF is required by State Statute PA 18-175 2(h) "to publish, as open data, any public data that the agency has identified." The need for a high degree of quality in DCF's source data is of paramount importance so that DCF can fulfill their obligation to provide reliable and accurate data. CCWIS regulation 45 CFR PART 1355.50-1355.59 includes specific requirements for data quality planning and implementation. Section 1355.52(d)(2) outlines that Title IV-E agencies must implement and maintain automated functions securely to regularly monitor CCWIS data quality, provide alerts to correct or add missing data, prevent duplicate entries and generate data quality reports. Software is needed to provide the infrastructure and end-to-end data quality, management and Master Data Management (MDM) for CT-KIND, and all integrated data. DCF is in the process of determining the Data Stewardship structure to oversee the data quality. The project intent is to implement an MDM solution to ensure accuracy, quality, consistency, timeliness and availability of DCF's data in order to share across agencies. MultiVue is an MDM solution that can assist with automated and manual data clean-up to avoid duplication and contributes to the creation and maintenance of the golden record. Data Quality Management (DQM) software is needed to provide data quality/profiling, data cleaning, data matching, data modeling/integration with Dynamics, duplicate detection, data merging, data synchronization with external systems, data versioning and auditing, metadata management, and master data security. This project is in progress.
- **Data Quality and Clean-Up:** The majority of LINK data has been input directly by DCF Social Workers. Through reporting and auditing activities, problematic data elements have been identified and a regular process is in place to clean-up data in LINK prior to converting to CT-KIND. The CT-KIND Team has accelerated this process by systematically selecting data elements housed in the first modules for production, defining business rules for identifying potential errors, running test reports and turning the results over to the Quality Assurance Team for

research and remediation. In addition, statewide data clean-up work is underway as well as the development of a Data Stewardship structure. This project is in progress.

- **Data Dictionary and Mapping (LINK to CareDirector/Dynamics):** This involves the creation of the Data Dictionary to explain the fields in LINK so they can be mapped from LINK to CareDirector/Dynamics. : In order to make the transition from LINK to CT-KIND as seamless as possible and prepare for the new data structure, a Data Conversion Team has been assembled. This team is augmented by the vendor and is comprised of veteran, established employees, consultants and users who are experts in LINK database technologies and in the technology of Master Data Management. The Data Conversion Team is being supplemented with QA resources and tools for data conversion/data clean-up. This will be continual work throughout the project for data migration and synchronization. This project is in progress.
- **CT-KIND Website:** The purpose of this project is to provide training to all statewide users of CT-KIND in an easily accessible and user-friendly way. The website will include training applications (e.g., Articulate Storyline 3) to provide web-based trainings, user guides, training manuals, other training content, CT-KIND training announcements, and a link to Microsoft Stream for recorded webinars regarding CT-KIND development content. A standalone webpage is needed in for DCF staff and authorized external partners with the ability to interface with DCF's LMS system for training announcements, catalogue, scheduling, registration, attendance and certificates/credit. In addition, users will have mobile access to the site with the ability to access Microsoft Teams and previously recorded webinars. This is an ongoing project.
- **LINK Twilight:** Ongoing project to retire specific LINK components as new functionality in CT-KIND takes over a particular business function. As the Careline Module is completed and associated data is converted from LINK to CT-KIND, the components in LINK are being dismantled and shut down. The LINK twilight will continue to require an Application Programming Interface (API) in order for staff to work seamlessly between LINK and CT-KIND until all of LINK is fully decommissioned. Various coding changes to LINK are necessary as we transition functionality to CT-KIND. This is an ongoing project until LINK decommissioning.
- **IV-E technology upgrade:** Upgrading IV-E application. The application supports title IV-E federal reimbursement and is a mesh of older technologies that facilitates millions of federal reimbursement dollars each month. This application needed to be upgraded to the latest frameworks and technologies in order to allow for better performance, faster maintenance and integration with CT-KIND. This project is in progress.
- **Help Desk System Upgrades:** Research on different products to improve the Footprints ticket system and measure performance, upon requests for assistance with problems with their computer, mobile devices, telephone system, access to VPN, etc. This project is in progress.
- **CareDirector Troubleshooting and Resources:** The CT-KIND Team has continually reviewed and revised the documentation for CareDirector with the assistance of CMA and CareDirector,

including knowledge transfer for installation and configuration for integration with Dynamics and installation of SharePoint, and provisioning servers for the new environments in Dynamics (e.g., Development, Staging, Production, etc.). Additional on-site CareDirector resources will also be joining the team on long-term basis, independent from CMA and per the Master Contract, to help with knowledge transfer, platform assistance and to build up the internal capacity of the DCF technical staff. Currently In Progress.

- **SharePoint 2019:** Involves CT-KIND scale out for SharePoint and integration with Dynamics and CareDirector. Planned for SFY 2022.
- **Foster Care Data System QPI:** DCF needs to redesign the current Adoption/Foster Care page on the Department's site that will be more user friendly, look more appealing and better reflect Quality Parenting Initiative (QPI) as a core aspect of the Department's work. The Contractor (Youth Law Center, a not-for-profit corporation) will coordinate, design, build and manage 12 campaigns within 12 months of Quality Parenting Outreach - Akido (QPO). QPO is a HIPPA compliant, secure, and cloud-based data management and data collection platform. Through email and text message, QPO engages directly with the entire DCF licensed caregiver community. QPO provide real-time results dashboards with analytics of responses. QPO will design, build, provide various professional services for participant list curation (phone numbers, etc.), and provide campaign management. It includes monthly project coordination, system support, data analysis and reports. Planned for SFY 2022
- **Internal Web Server 2019 Upgrade:** It was determined this project is needed as the current web server environment contains aging and mixed operating systems which include server 2008 and 2016. Server 2008 is nearing end of life and needs to be retired before the end of 2020. The project intent is to complete a transition from 2008 servers to the 2016 servers, as the applications are on 2 separate environments. Server 2019 is in general availability and will be used to build the new environment that will replace both of the existing environments. Additionally, the applications are hosted on 2 separate environments since a transition from the 2008 servers to the 2016 servers was never completed. Currently in progress.
- **Helpdesk System Upgrade:** DCF's helpdesk ticketing needs an upgrade with a cost effective, easy to use, reliable helpdesk ticketing solution. Several different vendors were reviewed, and three (3) top candidates being considered include, BMC Remedy, SysAid and ServiceNow. The current plan is to bring in top vendors in June of 2021 for demos and further evaluation. Currently in progress.
- **CJIS Audit:** The 2017 Noncriminal Justice Information Technology Security (NCJITS) audit resulted in nine (9) findings of noncompliance. On December 1 2017, DCF committed to corrective actions to be taken. This project is attempting to ensure that as many as possible corrective actions are implemented. A new CJITS audit is started February 2021. As most of the

9 noncompliance items were already corrected before beginning of 2021, this project attempts to only correct remaining items. Currently in progress.

- **LiveScan system upgrade:** Connecticut Department of Emergency Services and Public Protection (DESPP) is contracting with a new vendor to provide Applicant LiveScan fingerprinting services. This includes a new process and a replacement of the existing Cogent LiveScan systems. DCF is using this process for fingerprinting, background check and compliance. This project attempts to reduce costs and improve process for conducting applicant fingerprinting and subsequent criminal background checks by replacing current system with the new vendor and new process. Currently in progress.
- **Windows 10 - upgrade to 20H2:** This project came about as a need to keep up with latest Windows 10 operating upgrade needs. All applications including the VDI image need to be tested and configured to work with this new version of Window. Currently in progress.
- **Employee Directory - Time and Attendance:** This project came about as an idea to reduce costs and complexity given the existing Kronos timekeeping solution that was implemented to record, display, manage time and attendance for state employees. Kronos has made life easier and less expensive for both employees and the state, however consultants are still filling up timesheets manually sometimes in 2 separate systems, in a more cumbersome process. The goal of this project to the existing application "Employee Directory" the ability to keep track, display and manage time schedule and attendance activities electronically such that timesheets are automatically created by the application. This feature should achieve costs reductions for consultants similarly to state employees by allowing accurate timesheet processing to be achieved with less effort and more automation. Currently in progress.
- **GoodSync Upgrade:** The third-party software provider recommend that we upgrade to version 11, as GoodSync version 9 is discontinued and no longer supported. Also, GoodSync version 9 has known bugs that were addressed in version 11. Currently in progress.
- **Upgrade SQL Servers to SQL 2016:** Upgrading our SQL Servers to SQL 2016 it is required to maintain active support, security and performance of the SQL databases DCF uses in the normal course of business. Currently in progress.
- **Utility Server Refresh:** Current utility servers are 5+ years old and no longer covered by support and maintenance contract. This poses a risk to the agency as a failure in one of these systems would prevent staff from logging into their computers and would prevent printing documents until a replacement could be provisioned and deployed. Project includes procurement of standardized utility server hardware and software licenses, configuration and deployment of servers as well as decommissioning of old utility servers and processing through state surplus/scrap procedures. Currently in progress.
- **VDI UAG Conversion from RSA to Azure:** DAS/BEST offering conversion of RSA accounts to Azure MFA. Making this conversion at DCF will eliminate costs associated with RSA accounts for

staff and simplify the multifactor authentication procedures for remote access to the agency VDI desktop compute environment. Currently in progress.

- **F5 Virtual Appliances Upgrade:** This project is about upgrading the F5 security network appliance. BIG-IP LTM VE in production was operating on version 11.6.1. Upgrading the BIG-IP LTM VE to 16.0.1 will fix known issues in 11.6.1. Currently in progress.
- **Internal Report Portal move to Dynamics:** The current internal DCF reporting portal (reportpoint.dcf.ct.gov) is running on an older version of SSRS (2008) in SharePoint integrated mode with an old version of SharePoint Foundation (2010). This needs to be upgraded or replaced as all of these versions are approaching end of life and SSRS in SharePoint integrated mode has been deprecated by MS. Since the CT-KIND project is running on MS Dynamics which is already integrated with a newer version of SSRS we want to keep a consolidated reporting portal presented within our MS Dynamics environment. This project will move all reports off the current internal DCF report portal into Dynamics. Currently in progress.
- **Unused Accounts and Assets Dashboard:** Ongoing efforts to keep track of unused accounts (AD, RSA) and assets (mobile phones, laptops, tablets, O365 licenses) have been haphazard and not well coordinated. Reports come from different sources and in different formats causing significant manual effort to match to users and track down what the correct disposition of those accounts and assets should be. This project would look to standardize the input formats and automate the data load to the fullest extent possible to provide an up-to-date web dashboard in PowerBI that the help desk and management can use to help determine accounts that should be disabled and assess that need to be recovered. The dashboard would also provide best information available on the associated users management line so that they can be contacted as needed and DCF 2116 forms can be obtained as appropriate. Currently in progress.
- **Phone systems upgrades:** Old NEC PBX systems are out of date and experiencing issues with lack of features, system failures, software issues, issues with support responding to DCF's needs. Avaya was deemed to be a worthy replacement for the NEC systems, and this solution would solve most of the issues with the NEC systems. Currently in progress.
- **Mobility:** Time studies and our workers indicate that access to information was very limited outside the office when in the field, at the court house. A lot of time was wasted with paper forms, and an electronic version of the forms with ability to sign would be highly desirable. DCF became committed to a collaborative environment through the use of mobile devices to facilitate work for the staff. This gives users access to the DCF communication and case management systems while outside the office to improve data timeliness, data quality and business results. The idea is to maximize access to quality data for improving decision making. The project intent is to implement upgraded mobile components in order to enhance front line staff's ability to perform more functions off-site and allow for real-time information to be updated throughout the system. This mobile capability will be integrated into CT-KIND as

modules are developed.
User will be provided mobile devices to allow for these abilities:

- Communicate via e-mail, voice, text
- Access agency case management systems such as LINK and the future CCWIS compliant CT-KIND system
- Take pictures, videos and voice recordings
- Real time navigation abilities via GPS
- Internet access for accessing child, provider, state, services information
- Ability to create a personal hotspot to leverage internet enabled capabilities across all their state provided devices
- Data should be encrypted in transit and at rest on devices.
- Over 3000 tablets and iPhone to be configured and deployed to the DCF Staff
- Over 2400 iPhone 11s are planned to be deployed in FY2022
- Tablets refresh is planned for FY2022, over 3000 tablets will be configured and will replace older models for increased productivity and compatibility.

This project is currently in progress.

- **Teams Phone Pilot Torrington:** The current phone system at the Torrington Office is very old (oldest in the state) and it is cumbersome/clumsy to use and it does not allow to change office announcements or modes (such as holidays or emergencies). Standard voicemail is not adjustable to fit needs. Routing only allows caller to reach people if caller knows exact name, system catches phone calls to voicemail that should actually be routed to live calling. Other desired business needs are not currently included in the current system such as intelligent routing to Careline, or routing by case name. By researching solutions to Torrington's antiquated and problem ridden phone systems, we came across a promising and cost-effective solution: Microsoft Teams Calling. This project is about discovering the ideal solution (flow diagram) to Torrington's office phone issues and implementing this solution using Teams Calling. If the pilot succeeds Teams Calling will be implemented across the state in order to modernize DCF's telephony capabilities in a cost-effective manner (lower cost than today + volume pricing). Currently in progress.
- **Closed Record Desktop Applications Integration:** The Closed Records group uses four different methods and systems to search and gather the data they need. Closed Records needs to consolidate the data and provide an easier way to access ALL the closed records into one place and then share with DCF staff in need of these records. The current are systems to be integrated are:

- VersaCAR-VersaView application for retrieving Microfiche Tape and physically using the tape into the Donnegan Systems microfilm machine to search for the information from the 70's to 2002.
- Infothek Docudex 10 application which the company Merritt created multiple databases and programmed the software Docudex 10 to locate and present the Closed Records documents associated from 2003 to 2017.
- SharePoint Document Repositories are updated by Scan-Optics Data Management. Documents can be accessed through the SharePoint search function. Scan-Optics creates new files by scanning them and then transferring the metadata information to SharePoint search function from 2017 to today. Additionally, Scan-Optics is also scanning the Microfiche tape data into this SharePoint Document Repository location to provide access to the data without the need to use the Microfiche tapes. Having a more robust search function in SharePoint would be very helpful.
- CONDOIT CT Juvenile Justice Consolidated Youth Record login through: http://eww.dcfcjts.state.ct.us/
  CONDOIT Narrative Records still need to be moved from this system and made available to a central search.

Status: In Progress

- **CJTS HVAC refresh:** DCF Engineering requested support in replacing existing HVAC controls. DCF Engineering is contracting with Johnson Controls but needs IT support to perform this refresh. IT will help with:
  - Providing physical or virtual Windows 10 server per specifications from Johnson Controls
  - Providing 6 Cat6 data drops - 1 at each head end NC identified (replacing existing Coax)
  - Assisting with network configuration and installation of Metasys 11.0 building automation software

Currently in progress.

- **Duplicate Payments Report:** The DCF Revenue Enhancement department discovered that sometimes two families (foster and adoptive) are receiving separate stipends for the same child. This issue needs to be fixed. The purpose of this project is to reduce duplicate payments, and to ensure that duplicate monthly adoption subsidies/ foster care stipends or other maintenance payments are not issued for the same child for the same time period. This project is about Reporting enhancement to LINK. This will either be an additional report or an enhancement to the duplicate payment reporting that occurs from the monthly pending payment file. The idea is that we will correct the duplicate payments out of the pending payments file such that the

duplicate payments never happen to begin with instead of having to be adjusted after the payment. Status: Planned for FY 2022

- **Consolidated Fiscal Status Report (CFSR) Phase 1:** DCF must produce a monthly Consolidated Fiscal Status report (CSR) by State Statute. This CFSR is used by the Executive and Legislative Branches, as well as the record of all DCF expenditures generated by both CORE-CT and LINK. An examination of the processes used to generate the LINK portion of this report have shown an enormous amount of work to generate usable data from the reports pulled down from LINK. DCF is in real danger of not having anyone that could create this report because of the low number of Fiscal staff and the extraordinary complexity of this process. The purpose of the project is to streamline the Fiscal Reporting from LINK so that DCF can continue to provide the required Fiscal reporting monthly. The current process is cumbersome and time consuming and involves various LINK reports that have to be manipulated in Word, Excel, and Access databases before the CFSR can be completed. For a Phase 1, a LEAN Event on this process with CT-KIND staff will be needed to determine the optimal business workflow, and optimal technical solution to replace the Access databases and the current business workflow. Status: Planned for FY 2022.
- **Electronic Health Record (EHR):** DCF's medical facilities do not currently have an approved Electronic Health Record (EHR). All hospitals were supposed to have an EHR by 2014, but we have been exempted from penalties because we have state run facilities. An EHR would make DCF compliant with both state and federal regulations and may actually improve billing for Medicaid. We should be able to save the state approximately $9M for court ordered stays that currently do not have a physician's referral. The project intent is to search for an approved EHR solution for DCF medical needs for improvements and efficiency in medical/Medicaid billing and communication and sharing between providers. This will improve processes relative to handling medical information and patient care, and will replace the 28 access databases being utilized by Solnit North and South. In addition, there will be mobile access and interfaces with providers, referring agencies and CT-KIND, amongst other features. Planned for FY 2022.
- **Fiscal Access Databases Transition Phase 1:** Due to the limitation with access databases and the fact that the records are kept in Groton, Fiscal Services/Budget Unit would like to initiate a multiphase project to move Fiscal Access databases to Sequel Server. This transition would ensure the safety and integrity of Fiscal's Access databases while increasing access to this data. For Phase 1, Fiscal Services is requesting a LEAN Event to determine an optimal business workflow and an optimal technical solution to replace the access databases and the current business workflow that are currently being used. Planned for SFY 2022
- **SharePoint Cloud Migration to O365:** Currently managed SharePoint sites are clumsily designed and used since they were mostly implemented by "regular users". Technology is deprecated, features are limited, and old SharePoint versions will soon go out of support. This upgrade/migration of SharePoint sites to Office 365 cloud will allow for:

- better information sharing internal to the agency through visual organization and easier attachment of screenshots
- more complete and accurate searches for information (currently search is limited to current folder)
- immutable links (links to information will always be valid even if site or folder names are changed)
- Easier maintenance as deployment and testing of new versions will be in the hands of Microsoft instead of DCF

Status: Planned for FY2022

- **Veeam Backup Upgrade and Optimization:** The current Veeam implementation needs an upgrade from version 10.x to 11.x. The current implementation is also in need of best practice type job optimization that will improve backup time and recovery and reduce storage space. Status: Planned for SFY 2022
- **AFCARS 2.1:** The Adoption and Foster Care Analysis and Reporting System (AFCARS) collects case-level information from state and tribal title IV-E agencies on all children in foster care and those who have been adopted with title IV-E agency involvement. What type of data elements and how they are process has changed via Federal Regulation 45 CFR 1355.40, that was updated Final Rule on May 12, 2020. These legal mandates require DCF to change code and data structures for both LINK and CT-KIND systems. The changes are related to: Child Information, Parent/Guardian Information, Removal Information, Living Arrangement and Provider Information, Permanency Planning and Exit Information. The Adoption file has now been expanded to also include records of Subsidized Transfers of Guardianship. States are required to have data collection for all elements enabled in their systems starting on October 1, 2022, so that the FFY23a submission (due by 5/15/23) contains all of the data required in the AFCARS 2.1 design. DCF will move the application onto a .NET platform that is more flexible and can replace manual analysis and automate data transformations. This new application can be created as a stand-alone .NET application, and then merged fully into CT-KIND at a later date. Currently In Progress.
- **NCANDS Data Production Enhancements:** The National Child Abuse and Neglect Data System (NCANDS) data are a critical source of information for child welfare personnel, researchers, the federal government and others. Several deficiencies in CT NCANDS data were discussed during our annual Technical Assistance call with our NCANDS liaison. The most significant variation is that we have not yet included information on any reports handled solely through our alternative Family Assessment Response (FAR), which presents an increasingly inaccurate picture of abuse/neglect reporting in CT as the use of FAR responses has steadily increased since initial implementation. Here are some highlights of the improvements planned:

- Change to use all 3 CPS Report Types: Family, DCF Provider, and Other Provider.
- Change to use AFCARS submission files as the data source for determining Removal Date and receipt of Foster Care services.
- Changes to the coding that determines the receipt of the various types of Post-Investigation services documented across 29 data elements (#56 to 85) to include update/corrected list of service codes, and queries of Provider Information Exchange (PIE) data to see if the child/family received any relevant service as a result of needs discovered during the investigation or had been offered prior to the report and continued after disposition of the investigation.
- Change to increase the accuracy of identifying the type of parent, for perpetrators that are parents, of the alleged victims; including whether or not the parent was a caregiver of the alleged victim at the time of the abuse/neglect.
- Change to include all CPS Reports accepted for Family Assessment Response, as well as those for Investigation response already included.
- Change to include data for new data elements pertaining to CARA requirements, which should be developed in CT-KIND during the Intake SOW.

- Currently In Progress

- **NYTD Extract Code Version 10:** The purpose of this project is to automate the report detailing the completeness of the NYTD surveys to better monitor this activity. The report should be available on demand or provided on a monthly frequency. Currently the report is prepared by the Federal Reporting Team on request. For several years, the Department has received penalty letters because our survey participation rate has not met the federal standard. To accommodate these, DCF will create a Monthly Automated report of NYTD survey to reflect "Not Completed and Completed" Surveys, fix the inconsistent Data issues with regards to NYTD items 34 through 58. Currently In Progress.
- **Federal Reporting Data Clean-Up:** This project is to help improve data quality for the Adoption and Foster Care Analysis and Reporting System (AFCARS), and National Youth in Transitions Database (NYTD). As is often the case, there are several areas where data completeness and accuracy should be improved. For NYTD, the current amount of errors with the series of "Other Health Insurance" questions may result in a 1.25% monetary fine unless DCF can reduce them below the 10% standard. The Information Systems (IS) Program and Customer Support Unit (PCSU) will assist with research and partner with the Transitioning Youth Business Owner for NYTD, Strategic Planning Managers and Federal Reporting Team to conduct data clean-up activities. The project intent is to have team members conduct research in LINK and/or contact the assigned Social Worker (SW) or Social Work Supervisor (SWS) for relevant cases to validate

the accuracy of data from specific records and determine how that data might be corrected in LINK. The five (5) areas are as follows:

- NYTD - responses that violate business rules for the "Other Health Insurance" questions (questions 16 - 19) - 26 surveys
- AFCARS - children with missing data for whether the child has ever been legally adopted, and related age at adoption question - 356 children
- Placement episodes with LOS >=7 months missing date of most recent periodic administrative review - 279 episodes
- Placement episodes with missing Removal and/or Discharge Flags (and associated data) - 241 episodes
- Children with missing data concerning whether child has a clinically diagnosed disability - 56 children

FY 2022 Technology Budget

Description	SFY2022 - Estimate
Personal Services	$6,210,000 *
Consulting	$11,868,000
Contracted Services	$13,455,000
Software	$7,876,000
Hardware	$4,392,000
Miscellaneous	$3,498,000

* Does not include fringe benefits

FY 2022 Technology Major Expenditures

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

- CCWIS Implementation and Maintenance
- BINTI Foster Care Management Implementation
- FFPSA (Family First Prevention Services Act) Implementation
- Juvenile Justice Education Evaluation System
- Adolescent Mobile Texting Capabilities
- Automated QA and Monitoring Tools for CCWIS
- Data Quality Governance System
- Dynamics Licensing
- Office 365 Licensing
- Windows Licensing

- VDI Licensing and Devices
- Helpdesk System
- Electronic Health Records System (EHR)
- Enterprise Phone System + Call Center
- Technical Training (Operations, Development, BI)
- Blades, Servers, Storage expansion, Switches, WIFI
- Smart Phones, Tablets, and Mobile Device Management, VPN Licensing

Department of Consumer Protection

Mission

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

Technology Strategy

TSD recommends hardware and software acquisition that optimizes DCP user productivity in support of the Agency mission. TSD listens to users and seeks ways to increase productivity and efficiency while maintaining or reducing cost. The strategy for the coming year includes increasing capacity of agency staff with respect to remote work, including mobile inspection integration with eLicense. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Expanded the use of Live Chat across multiple agency divisions
- Integrated a chatbot into the Live Chat system
- Implemented enhancements to eLicense including use of alternative email addresses for contacts
- Created online well drilling reporting and mapping system
- Implemented new mobile inspection system integrated with eLicense
- Implemented Socrata Gateway system for open data portal
- Post all meeting records on agency web site via Youtube

Digital Government

List of Online Services Available:

- License look-up
- License application and renewal
- Licensing roster generation
- Print a Certificate
- Anytime Payment and Document Upload
- Online Complaint
- Online reinstatement of licenses

- Online address change
- Online supervision
- License Verification

List of Online Services Requested by Constituents:

- Auto-response emails for declined online complaints
- Integrate digital signing with eLicense

List of Online Services Planned to be made available:

- Auto-response emails for declined online complaints
- Online applications for remaining credentials

Planned Applications

- Continue with mobile inspections
- "Seed to Sale" adult use cannabis system

FY 2022 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware
  - Computer upgrades/monitors - $97,000
  - Casino networking - $46,000
- Subscriptions
  - Adobe Creative Cloud - $750
  - DocuSign - $6,100
  - "Seed to Sale" - $542,500
  - Intellicheck - $5,400
  - LiveChat - $1,800 (3 months)
- Services
  - Enhancements to eLicense - $10,000
- Telecom and Data
  - Softphone for Complaint Center/MMP/PMP - $4,000

FY 2022 Technology Major Expenditures

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

- "Seed to Sale" - $542,500

Department of Correction

Mission

The Department of Correction shall strive to be a global leader in progressive correctional practices and partnered re-entry initiatives to support responsive evidence-based practices aligned to law-abiding and accountable behaviors.
Our core mission is based around Human Dignity:

- Enhance wellness initiatives and organizational culture which support all employees' – Mind, Body, Spirit.
- To continue as a national leader in protecting, safeguarding and improving the lives of all those who are affected by our mission.
- Engage our community partners to assist in assuring positive outcomes, especially in the areas of employment, housing education and family reunification.
- Ensure safe and humane environments, efficient and effective operations throughout the agency
- Center around a compassionates approach, develop and implement progressive correctional practices and programs to increase successful reentry to our communities.

Technology Strategy

The technical strategy within the Department of Correction is to support the strategic issues, goals, objectives and ideas within the Department's Strategic Plan. This will be accomplished by providing technological systems to assist staff in achieving the Department's ultimate goals of improving Departments' core values. We are striving to improve the management, facility services, staff interactions, mobility, remote capabilities, public interfaces and security and to provide timely, consistent and accurate information to those requiring information within and from the department.

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

Technology Achievements

- During this last fiscal year 17,287 tickets were handled by the DOC IT staff. Out of the total service tickets, there were 477 research related requests and 753 Health Service/EHR related requests
- Completed migration to Microsoft O356 platform.
- Implemented KRONOS system at all facilities.
- Upgraded WAN network circuits to twice the speed for the same charge.
- Implemented wireless network at BOPP.

- Upgraded and doubled the capacity for court video hearings at all facilities.
- Implemented telehealth virtual systems for Health Unit to conduct remote patient/doctor visits.
- Installed Digital Display systems at all facilities for transmission of important messages to all staff.
- Completed virtual distance learning classrooms for inmates at MacDougal and York Facilities.
- Completed Methadone dispensing systems for health unit at required locations.
- Implemented multiple virtual social visitations systems at all facilities.
- Ended UConn medical application support contract, savings of 150,000/yr.
- CaseNotes enhancements: Time Out Program, Levels of supervision added for Parole, real-time warrant status, track overdoses, domestic violence notifications and hearing disposition enhancements.
- Implemented wireless network at Manson Youth Institution for staff and for US District 1 inmate education, work will be finalized in early FY22.

Digital Government

List of Online Services Available:

- Electronic Inmate Deposits - Process allows people to go to one of three vendors, Western Union, JPay or Touchpay, and make a deposit into an inmate's commissary account.
- CTSAVIN – allows a victim or any member of the general public to register for notifications on the movement/release of any offender they might have interest in.
- CT Open Data – CTDOC provides uploads of its data to the shared data portal that can then be extracted by the general public for their consumption.
- Municipal Access to Case Notes for Law Enforcement Agencies as well as DOC partners. Allows LEA agencies ability to check on offenders under community supervision.
- Municipal Access to Case Notes for Halfway House Partners. Allows staff at Halfway Houses to access case information on those offenders in their care.
- On-line Visiting Application Process to schedule family visits with incarcerated population.
- Video visitations using Teams for family and friends at all DOC facilities.
- Court video hearings for local and federal courts as well as BOPP hearings.

List of Online Services Requested by Constituents:

- None

List of Online Services Planned to be made available:

- Power School for inmate education.

Planned Applications

- Provider Billing Application for Medical Unit

FY 2022 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware - $1,600,000
- Software - $1,800,000
- Services (consulting) - $150,000 Main Frame Programmer
- Subscriptions $25,000
- Telecom and Data - $350,000

FY 2022 Technology Major Expenditures

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

- Cisco Maintenance and Support - $120,000
- Microsoft Server Maintenance and Support - $200,000
- Microsoft O365 – $400,000
- EHR Maintenance and Support - $500,000
- VMWare Maintenance and Support - $170,000
- Veeam Backup Maintenance and Support - $125,000
- Novell ZenWorks Maintenance and Support - $160,000
- Local/Long Distance Telecommunications - $320,000
- Network Security Project - $300,000
- Equipment replacement: network switches, servers, computers, laptops, tablets - 1,600,000

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

The mission of DDS IT is to provide customer-centric IT solutions that drive productivity and support business transformation while keeping critical data and IT assets safe, secure, and reliable. The vision of DDS IT is to deliver incremental value continuously and efficiently to DDS business units through unbreakable solutions that ensure seamless data integration across functional areas, promote streamlined workflow and approval processes, adapt quickly and responsibly to changes in the business, and encourage continuing innovation among our business partners. To achieve the mission and realize the vision, DDS IT will adopt the following strategies:

- Invest significantly in the ongoing development of state employee IT personnel to ensure that they perform their work effectively and efficiently and with the highest level of job satisfaction. More specifically,
    - Continue a significant, perpetual, internal training program, focused on mastery of enterprise technical skills and basic project management skills.
    - Achieve Level 3 of the following Capability Maturity Model for an Application Development Unit:
        - Level 1: The development unit has the necessary skills to design, build, test, and deploy enterprise applications using the department's preferred architecture.
        - Level 2: The development unit has adopted policies and standards for developing applications, as well as mechanisms for ensuring adherence to these policies and standards.
        - Level 3: The development unit has adopted project management best practices to ensure that development work is carried out systematically and efficiently within the constraints of scope, time, quality, and budget.
        - Level 4: The development unit has committed to continuous process improvement, having identified key performance indicators and having implemented continuous process improvement strategies.
- Leverage enterprise systems and shared, existing infrastructure for IT solutions whenever possible.

- Collaborate with other agencies to share technology solutions, procurement vehicles, and planning and implementation strategies.
- Adopt core principles of DevOps, including:
    - Ensuring the streamlined flow of work from Development to Operations
    - Reducing the amount of work in process such that the turnaround time for features is minimized
    - "Building quality in" by ensuring comprehensive, automated unit tests and integration tests
- Continue laying the foundation for transitioning from monolithic applications to microservices and "micro-applications", in which functional components structured around business capabilities are independently developed, tested, deployed, and maintained.
- Work with business stakeholders and process improvement teams to identify minimum viable processes (ultra-streamlined, standard work) and minimum viable solutions (bare-minimum solutions) as the pivot points for all migrations away from legacy systems.
- Continue exploring low-code/high productivity platforms as alternatives to traditional enterprise development, with a focus on the cost/benefit of these systems.

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

Technology Achievements

- Supported 1700 DDS Teleworkers
    - Deployed 350 new laptops
    - Deployed 700 VPNs
    - Setup 392 Remote Desktop Gateway users
    - Handled numerous Teams-related tickets
- Upgraded 1400 desktop operating systems to Windows 10-20H2
- Handled 17,742 help desk tickets
- Upgraded numerous servers, circuits, and networking components throughout the state, including rollout of new bridged access point and MoCA technologies
- Upgraded Torrington and Norwich facilities to Avaya VoIP
- Deployed PC, Wi-Fi, and Active Directory accounts to Griffin Hospital Employees to set up stations at on site vaccination clinics
- Deployed PRAT/URR application, which is built on a microservices architecture and enterprise security standards.

- Designed, implemented, tested, and deployed SharePoint Online/ Power Platform solutions for Network Access Requests and Position Tracking.
- Developed and implemented solution for storing Individual Plan documents in FileBound document storage.
- Developed Blazor/.NET solutions to replace three Access database applications.
- Continued collaboration with Therap, LLC, on REST Service API for electronic submission of incident reports to DDS.
- Continued collaboration with Sandata and Gainwell Technologies on Electronic Visit Verification (EVV) project, implementing the following:
    - Data exports of member, provider, and authorization records
    - Data imports of visit records
    - Enhancements to existing DDS attendance system to support EVV testing by providers

Digital Government

List of Online Services Available:

- Qualified Provider Application Process (QPAP), which allows providers to submit applications to provide services for persons with intellectual disabilities.
    - Agency Application
    - Agency Certification
    - Individual Practitioner Application
    - Individual Practitioner Certification
- WebResDay Attendance System, which allows providers to make entries into the DDS internal attendance application.
- QSR System, which allows DDS staff to record results from quality reviews and allows providers to view results and enter plans of correction online.
- BizNET Contract System, which allows providers to review, sign, and submit contract documents.
- Enterprise Licensing (E-Licensing) System, which allows providers and the public to view provider credentials online and allows providers to perform some self-service tasks related to their credentialing (e.g., applying for a license, scheduling inspections … etc.). Currently, the online capability includes Community Living Arrangements, Community Companion Homes, and Medical Administration Certification.

List of Online Services Requested by Constituents:

- Individual Portal, which provides access to current information and data related to plans for the individuals we serve.
- WebResDay Data Upload, which would allow providers to upload attendance data to the WebResDay Attendance System.
- Electronic Submission of Incident Reports, which would allow providers to submit incident reports electronically to DDS.

Planned Applications

- Deploy replacement solution for tracking vacancies at facilities.
- Complete and deploy replacement solution for managing data utilized by the Program Review Committee (PRC).
- Complete and deploy replacement solution for managing data utilized by the Human Rights Committee (HRC).
- Modernize legacy application for assessing Level of Need (LON) scores for individuals
- Begin collaboration/planning work on a new enterprise Case Management System

FY 2022 Technology Budget

Outline a plan for technology spend from all sources:

Hardware	$675,000
Software	$1,115,000
Services (consulting)	$820,000
Subscriptions	$31,000

FY 2022 Technology Major Expenditures

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

- Electronic Visit Verification service fees (per transaction)
- Electronic Visit Verification Integration Work
- PC/Laptop Refresh
- Modernization Project
- Case Management System

Department of Economic Community Development

Mission

The Department of Economic and Community Development (DECD) is Connecticut's lead agency responsible for strengthening the state's competitive position in the global economy. The agency takes a comprehensive approach to economic development that incorporates community development, brownfields remediation, tourism, historic preservation, and arts. DECD provides IT support services to the Department of Housing, the Social Equity Council, and Office of Workforce Strategy.

Technology Strategy

- DECD continues to build on the foundation established by a LEAN-driven IT Revitalization Plan by adopting technology to efficiently serve a diverse constituency.
- DECD will continue to participate in statewide initiatives to maximize efficiency and service quality including participation in the Business-One-Stop initiative, websites to provide information, and development of online client portals.

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

Technology Achievements

- Launched an online portal and application processes for the JobsCT grant-in-arrears program for businesses to obtain information, project benefits and submit applications.
- Provided COVID-related emergency financial support and information to diverse constituencies utilizing websites, online applications, and automated processing.
- Implemented Survey Monkey Apply by the Office of the Arts for online grant applications and management.
- Created online resources to announce and support the new Office of Data Infrastructure Administration and Security including the Data Center Tax Incentive Program
- Initiated use of Docusign, an electronic signature application, to review and process documents digitally.
- Operationalized a new point-of-sale system and online store capabilities at all museums.
- Provided COVID-related emergency support and information to diverse constituencies utilizing websites, online applications, and automated processing.
- Launched CTforMe, a website to help businesses attract and retain young professionals in CT.

Digital Government

List of Online Services Available:

- www.ctfilm.com enables production companies and producers to view a selection of the state's potential shooting locations, available incentives, permitting authorities, production resources and to submit/certify COVID safety plans.
- www.CTvisit.com provides information about the State's attractions using the latest interactive and mobile technology.
- https://www.surveymonkey.com/user/sign-in/?ut_source=homepage&ut_source3=megamenu allows online submission of grant applications, review, and execution by the CT Office of the Arts.
- Social media including Instagram, Facebook, and Twitter is utilized across agency programs.
- https//shpo.myreviewroom.com for historic preservation resources including archaeology, historic cemeteries, and historic properties database for southern CT.
- https://ctcollections.org/ gives the public access to museum collections of art and historic artifacts.
- www.ChooseCT.com provides compelling reasons to live, work and play in CT.
- The Connecticut Business Portal business.ct.gov provides information and services for businesses to launch or grow a business in CT.
- A full scope of school programs/field trips to museums is offerred virtually via Zoom platform

List of Online Services Requested by Constituents:

- Online websites for applicants to submit all grant applications and tax credit
- requests with ability to check the progress of review and approval processes.
- Digitization of historic properties resource databases for entire state
- Online reservations for events at museums
- Added features and tools on business.ct.gov to make it easier to find the information and services needed for businesses to launch or continue to grow.

List of Online Services Planned to be made available:

- Expansion of portal capability for companies, municipalities, and not-for-profit organizations to create unique accounts, explore programmatic offerings, submit applications, view status, and supply ongoing compliance information.
- Partnering with New England Foundation for the Arts to update CreativeGround online directory
- Digitization of historic preservation archives
- Updated GIS inventory map of potential brownfields across the state.

Planned Applications

- Enterprise-wide applications such as Salesforce and Mulesoft

FY 2022 Technology Budget

Outline a plan for technology spend from all sources:

Hardware	$ 20,000
Software	$220,000
Services (consulting)*	$265,000
Subscriptions	$ 34,000
Telecom and Data	$345,000

**based on 2021 expenditures and excludes development services currently in planning process*

FY 2022 Technology Major Expenditures

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

- Upgrade of agency CRM Microsoft Dynamics
- Development of Salesforce portal capability for additional programs

Department of Emergency Services and Public Protection

Mission

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

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

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

Technology Strategy

DESPP continues to strive to make Connecticut the safest state in the nation, especially during this ongoing period of COVID-19. Our focus on information systems and technologies has led to measurable improvements in emergency services, public protection, first responder safety, and increased productivity for our agency staff as well as that of our criminal justice partners. The deployment of efficient and expanded electronic services to the state and local agencies and the public throughout Connecticut has aided in this effort. DESPP is an active partner with other state agencies supporting Connecticut's COVID program by coordinating unified command via the Virtual State Emergency Operations Center (VSEOC), technology deployments, personal protective equipment (PPE) provisioning and emergency planning needed to ensure the safety of our citizens.

As resources grow scarcer and the demand for excellence in governance remains high, the agency continues to strive to operate smarter by improved planning and governance. DESPP will provide cost-effective, low maintenance tools and mobile technologies in support of first responders' efforts to maximize their time in the field and minimize administrative paperwork. To this end, DESPP also continues to pursue Agile initiatives, particularly those that drive business process re-engineering and systems automation, eliminating low and no value activities as quickly as possible thereby, reducing costs and backlogs.

DESPP operates numerous, mission critical public safety systems and maintains a number of databases for both state and local law enforcement agencies. Notably, these include the Connecticut Online Law Enforcement Communications Teleprocessing (COLLECT) system, the Automated Fingerprint Identification System (AFIS), the Master Name Index Computerized Criminal History (MNI/CCH), the Computer-Aided Dispatch/Record Management System (CAD/RMS), the Special Licensing and Firearms

Unit system (SLFU), the Deadly Weapons Offender Registry (DWOR), the Sex Offender Registry (SOR), and IT systems supporting both the physical and virtual State Emergency Operations Center (SEOC).

The charge of the Connecticut Criminal Justice Information System (CJIS) Governing Board, established in 1999 by Public Act 99-14, is primarily to create the means and methods by which information that informs criminal justice agencies' decision-making could be shared in a secure environment and consistent with each agency's security requirements and those of the FBI. In August 2015, OPM transferred CJIS' administration functions to DESPP. In keeping with the memorandum of understanding, DESPP and CJIS collaborate on the operation of the Connecticut Information Sharing System (CISS).

DESPP's Technology Strategy includes:

- Ongoing expansion of mobile computing programs that provide real-time access to information in the field to effect more efficient and effective emergency response
- Continued deployment of technologies and services to further enhance DESPP's business continuity and disaster recovery posture, in addition to expanding telework capabilities
- Continuing the modernization of mission-critical legacy systems and interfaces
- Increased adoption of distance learning platforms for state fire, municipal and state police academies
- Leveraging technology to comply with police accountability and transparency legislation
- Advancing the agency's unified digital evidence management strategy
- Participating and aligning with DAS/BEST's IT Optimization Initiative
- Enhancing DESPP's IT Governance and project prioritization process
- Instituting an IT budget forecasting model that spans 3 years
- Planning and upgrading technical professional skills
- Expanding an agency wide architecture oversight capability
- Inter/Intra-agency collaboration and electronic information interoperability
- Digital transformation services that minimize back-office data entry and cash payments
- Enhancing wireless communications capabilities and device interoperability for all CT- based first responders and related disciplines, including the transition to the FirstNet priority and pre-emption system
- Virtualizing environments to lower ongoing costs and reduce administration resources
- Establishing an agency IT risk management program to anticipate platform exposures
- Continuously enhancing DESPP's cybersecurity posture, including ongoing security awareness training for all staff
- Consolidating printer/copier/scanner/fax devices agency-wide to reduce maintenance costs and drive greater predictability of future office equipment expenses

The agency recognizes the Software Management Policy, which describes the use and disposal of software assets; see http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

DESPP Headquarters and Executive Offices

- Completed testing of DESPP's new Special Licensing and Weapons Registration System, which is scheduled to deploy on 7/14/21, and will modernize the technical architecture, enhance security and reliability, and establish a foundation that will allow for increased online/digital services in the future
- Completed testing of a multiyear project to modernize the state's outdated Automated Fingerprint Identification System (AFIS) and Master Name Index/Computerized Criminal History (MNI/CCH) system. It is scheduled to go-live on 7/26/21 and will ensure CT remains in compliance with FBI technology and security standards and will allow DESPP/CSP to offer additional online services in the future
- Phase 2 and 3 deployments of laptops and other mobile technologies with encryption to HQ support staff who were assigned desktops to enable Telework in support of Covid-19/COOP response
- Outfitted CT Fire Academy and additional CT State Police and POST (municipal police) Academy classes with requisite equipment and tools to allow recruit classes to engage in remote learning, while preserving class schedules, due to Covid-19
- Collaborated with DAS/BEST to migrate DESPP HQ to Voice Over IP (VOIP) phone system and secured funding to replace legacy phone system at multiple DESPP locations in FY22
- Completed testing and implemented KNONOS timekeeping, overtime system, time clocks and mobile application across multiple DESPP locations statewide
- Ongoing support of data, voice and wireless communications systems at State of CT PPE warehouse in Central CT, administered by CT National Guard
- Continued migration of numerous agency personnel to Microsoft Teams platform to enable remote workforce collaboration
- Migrated DESPP Division and support staff units to Microsoft Office 365, along with their Outlook mailboxes to the cloud, to leverage greater online capabilities, near-real-time product enhancements and more secure email (via multi-factor authentication)
- Continued deployment of Mutualink platform to key DESPP locations to significantly enhance first responder communications, interoperability, and reduced response times during significant events at CT State Universities and Community Colleges and other participating institutions

- Phase 5 deployment of DESPP's workforce mobility program to enhance emergency response outcomes by increasing time spent out in the field and greater accessibility and remote work capabilities for agency leadership and staff
- Continued upgrades of agency wireless phones to band-14 compatible devices and associated service plans to leverage FirstNet broadband services

Connecticut State Police (CSP)

- Implemented new Document Management system (PowerDMS) for sworn personnel to host law enforcement policies and procedures online eliminating the tedious manual paper process of disseminating new policies to law enforcement
- Leveraged new Document Management system to deliver static online in-service training for law enforcement officers
- Acquired new Mobile Data Terminals (MDTs), dash cameras, modems and e-citation printers to equip new cruisers, affording more troopers access to technology increasing their productivity, improving evidence quality, and strengthening equipment reliability
- Expanded deployment of Body Worn Camera (BWC) devices to specialized units, command staff and administration, pursuant to Public Act 15-4
- Completed deployment of laptops for Major Crimes Detectives and select specialized units to use in the field to conduct investigations
- Updated License Plate Reader (LPR) data sharing program to 13 town PDs and growing
- Migrated laptops in all State Police cruisers to the latest operating system version for enhanced security and supportability
- Deployed additional laptops with enhanced security for civilian personnel to telework
- Ongoing upgrades to troop surveillance equipment to increase privacy inside holding cells
- Upgraded back-end client for unified digital evidence management platform
- Deployed mobile technologies and services to enhance operational efficiencies and safety of CT State Police Tactical Team, K9 and Aviation Units
- Continued multi-year upgrade of troop network infrastructure

Division of Emergency Management and Homeland Security (DEMHS)

- Continue to enhance and expand the WEBEOC system increasing the capabilities for State and municipal users
- Continue to implement additional video and mobile workstations at the State Emergency Operations Center (SEOC), CTIC, DEMHS Regional Offices and alternate EOC, thereby improving device performance, reliability and staff and partner agency productivity during actual events and exercises

- Continue the use of the WASP Warehouse Management software to support the DEMHS Warehouse operation and expand its use to include the Radiological and Interoperability programs
- Implement the transfer of WebEOC Hosting from DAS/BEST to the cloud-based service hosted by Juvare (WebEOC developer) insuring that during the transition there is no loss of service or functionality. Target for transfer in January 2022
- Evaluate and implement a mobile oriented application for disaster damage assessments, to be utilized by State Agencies and Municipalities, linked to current and future FEMA disaster assistance information systems
- Continue the evaluation and enhancement of video transmission capability for DEMHS deployed Mobile Communications Vehicles (MCV's) to allow for real time video streaming to the SEOC and other command and control centers
- Continue the evaluation of the current Mobile Internet Communication Asset (MICA) to ensure that emergency management functions continuity of operations capabilities in the event of catastrophic loss of Internet, wireline and cellular telecommunications services
- Enhance the capability of MCVs to access the Internet after catastrophic damage to the wireless network using CDR or other technology being supplied by AT&T/FirstNet in accordance with the State of Connecticut First Net Plan.
- Evaluate and enhance the hardware and software used by the Connecticut Intelligence Center (CTIC) for analysis and reporting; in particular, the leasing or sharing of existing databases
- Continue upgrades and updates to the CTIC Web Page giving it increased visibility and a more direct connection to the public
- Implement the approved upgrades of the ARCGIS software into the State GIS Lab and members of the DEMHS GIS Working Group
- Evaluate the hardware used in the SEOC GIS Lab ensuring that it is interfaced and interoperable with the systems used by the State, Local or Federal agencies
- Implement Grant tracking software being shared by the State of Pennsylvania
- Develop a strategy for technical upgrades to allow integration of the fixed EOC, and Regional Offices with the Virtual EOC concept developed during the COVID 19 Pandemic
- Evaluate existing cache laptops for effectiveness and deployability, as surge for the State EOC, use in an Alternate EOC and forward deployment for regional events. Existing cache is approaching five years of age and may not be able to adapt to new systems

Division of Scientific Services (DSS)

- Deployment and configuration of IT equipment (laptops, tablets, cameras, headsets, MS TEAMS) for response to COVID-19 pandemic and remote operations
- Installation of DSS-purchased Adobe Pro software for remote work (COVID-19 related)
- Installation of network printers to replace local printers (LEAN)
- Integration of temperature monitoring devices for remote monitoring
- Improving analytical instrument computers and networking to allow for remote processing of data (COVID-19 related)
- Part-time presence of IT personnel at DSS for IT assistance and troubleshooting
- Improving some Wi-Fi capabilities for tablet implementation of LIMS software
- Tablet deployment for LIMS access within laboratory
- MS Office migration to web-based platform for easier off-site access
- Development of a KIOSK room allowing outside agencies access to NIBIN for ballistics entry, AFIS for fingerprint entry and SmallPond for Rapid DNA testing.
- Transition from in-person breathalyzer instructor training (full and recertification courses) to virtual remote training
- Analytical data processing software installed for remote COVID-19 capability
- Imaging of instrument hard drives for ease of reinstallation of necessary software

Division of Statewide Emergency Telecommunications (DSET)

- Migrated Land Mobile Radio Network from legacy system to state of the art Project 25 system
    - Capacity of system increased exponentially, significant coverage improvements
    - It is now an open architecture system, allowing the use of other vendor radios to function on system
    - Phase IV of the buildout is nearing completion which has improved coverage in the areas of Ansonia, Bloomfield, Madison, and Meriden with additional sites in Branford, Hartland, and Waterford currently under construction
    - Phase V of the expansion ($39M) of the system was recently included in the signed Bond legislation
    - Improved monitoring of the system to ensure maximum operational readiness as well as rapid response to any system issues
- Sharing of the Land Mobile Radio Network with Municipal Organizations
    - Increased capacity allows additional users on the network

  - To date towns and cities such as Coventry, Groton, Hartford Fire, New Britain, Norwich, Stamford, Stonington, are on the system. Bridgeport and Westport are under construction.
  - Multiple regional dispatch centers have connected to the system, improving operational capacity as well as coordination
  - Additionally, MOU's have been sent to 73 municipalities, with 47 fully executed
  - Current cost savings to towns exceeds $20M
  - Increased operability as well as interoperability leads to enhanced first responder and public safety

- Utilizing federal grant award to equip a backup PSAP / training center at CSP Academy Building. 2022 completion date.
- Creating online 911 training curriculum. Addresses immediate need to provide 911 certification within COVID restrictions and for future use it reduces PSAP personnel costs (salaries, backfill, overtime and travel).
- In collaboration with vendor created instructor led remote training for NG 911 due provide ongoing equipment training during COVID restrictions and for future use as needed.
- Created Online fillable forms for PSAPs. Offers greater efficiency for use with grants, reimbursements, financial reporting, 911 remittances
- Ongoing efforts with 911 vendor to integrate various PSAP VoIP systems into the 911 platform while ensuring data security via firewalls
- Working with 911 vendor to deploy portable laptop 911 workstations for use in disaster recovery situations
- Working w DAS/BEST on refresh of Phase II PSDN electronics
- Collaborated with Everbridge to streamline collection of PSAP data via online fillable survey form, will result in enhanced and updated data, ease of use for PSAP directors and dispatchers.
- Created online fillable forms for surcharge remittance, new format reduces mathematical errors and incorrect payments to the 911 fund.
- Secured laptops, peripherals, and access to VPN to DSET personnel to provide uninterrupted service to our public safety partners during COVID.

Commission on Fire Prevention and Control (FPC)

- As a result of COVID-1 and an inability to access Higher Education Computer Laboratory, we were required to pause remote computer-based certification examinations using the QuestionMark® testing platform
- Secured 40 IPad computer tablets to allow certification examination administration from any facility with WiFi

- Secured an additional 35 computer laptops for Recruit Firefighter Training
- Continued use of the SABA Learning Management System (LMS); submitted a grant application to FEMA to secure funds to procure and transition to a new LMS focused more toward public safety training
- As a result of COVID-19, continued distance learning for CFA Recruit Class #66 & 67 utilizing the Zoom platform
- Expanded use of Zoom and MS Teams for various meetings and collaboration
- Printers (division-wide) were replaced with cost efficient leased printer/copier all-in-one
- Procured necessary hardware to modernize the CFA's WiFi access, installation will occur 1st Quarter FY22
- Finalizing research on a replacement Point of Sale software solution for the CFA Bookstore

Police Officer Standards & Training Council (POSTC)

- All classrooms, conference rooms, auditorium & re-purposed office space upgraded for video conferencing with cameras, 4K or HD displays, voice and audio components for long-distance learning, meetings, and seminars during COVID-19
- Utilized Google Classroom
- Firearms range classroom upgraded with SMART technology interactive display
- Installation at firearms range of new video management and intrusion system to be tied into network
- Fiber optics tested & drops installed at firearms range office & classroom

CJIS Connecticut Information Sharing System (CISS):

CISS Phase 1 is in production, and includes:

- "Google Like Search" which integrated 14 separate CJIS source systems into one system serving over 3,000 Users statewide. Source systems are:
    - Release 1 - OBIS, PRAWN
    - Release 2 – Early Arrest Notification
    - Release 3 – CRMVS, POR, Saved Searches
    - Release 6 – CIB, DOC, BOPP, Infractions
    - Release 10 – MNI/CCH, Weapons
    - Release 11 – (Workflow Systems) RMS UAR, Misdemeanor Summons Electronic Data, Post Arrest, Post Judgement, Arraignment, Disposition
    - Release 4 – Electronic Content Management (UAR attached Documents), RMS Retrieval (UAR)

  - Release 9 – SOR, CMIS, MNI/CCH, Weapons, Wanted
- Planned about 10,000 additional users to be trained and added to CISS Search in the next 23 months.
- Helpdesk with latest technologies for efficiencies and good customer experience.
- Operational Support teams with latest technologies managing an infrastructure of over 600 servers both hardware and virtual, firewalls, and routers MS System Center technology for efficiencies to keep overall cost of ownership down.
- CISS is in compliance with the latest FBI Security policy.
- Planned access to CISS Search through the internet allowing COVID-19 quarantine users access from hone and work locations.

CISS Phase 2 statewide implementation is in progress, and includes:

- "Digital Workflows" to replace currently paper based Uniform Arrest Reports workflows that are driven by Law Enforcement to courts throughout the state daily. This will result tremendous efficiencies freeing up officers to protect the public.
- All of the 169 town local Police departments and State Police locations will be part of the statewide Digital Workflows implementation.
- The Department of Correction (DOC) and the Board of Pardons and Paroles (BOPP) are using the MVP to view the Early Arrest Notifications for those people on conditional release and parole supervision.
- The Department of Motor Vehicles (DMV) is using the MVP to view the Early Arrest Notifications for immediate notification of arrests for any individual who holds a Public Passenger Endorsement.
- The Division of Criminal Justice (DCJ) is using the MVP to view all the Early Arrest Notifications and to consume early arrest information from CISS with the full arrest package to start on August 26, 2021.
- Judicial is also receiving early arrest information from CISS currently with the full arrest package to start on August 26, 2021.
- Law Enforcement – RMS vendors including NexGen, and Accucom are providing Early Arrest data information. Another RMS vendor, IMC, has also contracted with CJIS to connect. CJIS is also negotiating to add three more Central Square RMS systems which are Inform, SunGard and ProSuite.
- CJIS is targeting August 26, 2021 to start sending the full arrest package in the production system with attachments using NexGen first and Accucom to follow by the end of 2021.
- CJIS has also trained about 2263 users for CISS Search with another 1,400 in the queue to be trained with another 9,600 or so users to be trained over the next two years.

CISS Reports, Data Access and Key Performance Indicators implementation is in progress, and includes:

- OPM – Prison and arrest information provided for statistical analysis, charts and better decision making
- DCJ – Arrest reports for information
- CT Sentencing Commission – Criminal history
- Type of delivery data methods include Spreadsheets, Interactive Dashboards, Mobile-friendly reporting tools

CISS Other Systems and Projects include:

- Racial Profiling Prohibition System - Live
- OPM Prison Statistics & Charts - Live
- DAS/DMV Marshall's Data Access – Live
- PA 19-90 Police Use of Force Reporting – Development Phase
- Sentencing Commission Special Act 19-17 Implementation Phase
- Clean Slate P.B. No. 5712 - Initial Phase
- Infrastructure Upgrades - Implementation Phase
- Key Application Version Upgrades - Implementation Phase
- Centralized Digital Evidence Storage, Search and Workflows for CJIS agencies – Initial Phase

Digital Government

Services Currently Available:

- Transparency portal link to public with multiple resources and reference materials including topics such as Use of Force, Pursuits, and annual Internal Affairs report Transparency Portal (ct.gov) http://www.cspnews.org/transparency
- Online Accident Reports at https://accidents.despp.ct.gov/
- Online Sex Offender Registry at http://sheriffalerts.com/cap_main.php?office=54567
- Online Forms for Pistol Permit Renewals and Temporary Permits at http://www.ct.gov/despp/cwp/view.asp?a=4213&Q=494632&desppNav_GID=2080
- Online Suspicious Activity Reporting at http://www.ct.gov/demhs/cwp/view.asp?a=1939&q=400082
- Electronic Submission of Crime Analysis Data, Municipal PDs to State Police (internal)

List of Online Services Requested by Constituents:

- Online web portal to facilitate gun transfers (requested by CT gun dealers)
- Online/credit card payments for fingerprinting, special licensing and weapons permits

List of Online Services Planned to be made available:

- Web portal for CT gun dealers to enter gun transfers online
- Applicant Enrollment Portal to allow the taking of civil fingerprints at local retail establishments (i.e. Staples)
    - This service has been requested by multiple State agencies such as the Office of early Childhood, Department of Children and Families
- Development of online in-service training for law enforcement officers to meet review training needs
- Web portal for reviewing BWC and dash camera footage by authorized partners and entities
- POST-C
    - Development of online in-service training for law enforcement officers to meet review training needs.
    - Develop additional online training courses for law enforcement statewide.
- DSS Lab
    - Web portal for PDs to schedule evidence drop-off/pick-up
    - Web portal for scheduling Lab Kiosk activities (NIBIN, Rapid DNA, AFIS)
    - Electronic submission of evidence requests and related information from MDTs to LIMS-Plus
    - Web Portal for SAOs / Public Defenders to access DSS procedures and other quality documents
    - Web portal for DUI/DUID defendants to remotely access toxicology reports in a secure manner to alleviate need for physical mailing of paper copies (LEAN)

Planned Applications

- BOLO Mobile: A secure public safety image- and video-sharing app that will enable CSP, the CT Intelligence Center (CTIC) and trusted partners to instantly disperse and receive images and video of wanted or missing people via wireless mobile devices
- NexResponder: A secure mobile application for CSP command staff to be able to access Computer Aided Dispatch and Records Management System (CAD/RMS) information anywhere, in real-time, via wireless phones and tablets
- Initiate and fund two major systems:
    - Academy management system (Fire and Police academies)

  - CSP quartermaster (inventory management) system
- Implement new Document Management system for law enforcement policies and procedures eliminating the tedious manual paper process of disseminating new policies to law enforcement
- Expand new agency VOIP phone system to several CSP troops, Forensic Lab and State EOC
- Consolidate all the licensing processes to one electronic licensing system. Included will be a portal for gun dealers to enter gun transfers, eliminating the backlog of entering the transfers manually
- Upgrade software to process crime data for reporting. Enhancement will level DESPP to become compliant with FBI NIBRS certification requirements
- Complete project to scan and store all Sex Offender Files electronically allowing for instant access to files for law enforcement
- Allow state email system to be accessible to all troopers in the field in all MDTs to facilitate timely exchange of information and enhance communication while preserving integrity of CJIS data/connections
- Consider portability of MDTs beyond docking station – consider air cards and similar technology to allow laptops to be used beyond their in-vehicle docking stations yet in cost-effective manner
- Scan and store select DSS lab documents to digital format for archiving and removal of paper copies
- Implement 24/7 remote monitoring accessibility by Division of Scientific Services management (Smart Lab Project – HVAC, alarm, flood, etc. monitoring/notifications)

FY 2022 Technology Budget

Outline a plan for technology spend from all sources:

Category		2019	2020	2021	2022 (est.)
DESPP IT					
IT Data Services	$	299,292	1,500	1,500	21,458
Hardware Lease	$	6,451	15,500	-	60,400
Hardware Maint	$	797,414	634,491	1,583,500	1,639,290
Software Licenses	$	797,550	821,500	215,149	187,959
Software Maint	$	569,446	553,000	1,403,000	1,614,278
IT Consulting Svcs	$	67,819	104,000	210,000	2,945,275
Subtotal	**$**	**2,537,972**	**2,129,991**	**3,413,149**	**6,468,660**

CJIS/CISS

CJIS/CISS Opex	$	3,591,000
CISS Prod Phase 1	$	60,920,000

FY 2022 Technology Major Expenditures

(All planned agency technology expenditures in excess of $100K):

DESPP

- CT State Police Body Worn Camera (BWC) Program $3.0M
- CSP Fingerprinting & Criminal History System Modernization (funded) $2.0M
- Technology for New CT State Police Cruisers: $1.2M
  - Mobile Video Recorders (MVRs): $495K
  - Mobile Data Terminals (MDTs) and docking stations: $390K
  - Wireless data plan upgrades for CSP cruisers: $150K
  - Modems and antennas: $91K
  - E-Citation Printers: $80K
- Web-based platform to replace critical POST CATS database $500K
- Agency network and security enhancements (pending) $250K
- Agency business continuity platform refresh $250K

CJIS/CISS

- CJIS (OPM approved CJIS request for additional Bond funds to complete $8.92M
  - CISS workflow and Search User deployment of Phase 2):
    - CISS Search Deployment to identify, train and authenticate 13,000 users $2.71M
    - Electronic Workflows Deployment from all RMS vendors to Judicial and 18 GA courts, DCJ, BOPP, DPDS, DESPP, etc. $2.65M
      Connectivity to CISS for all LEAs (about 151 locations) and RMS Vendors $2.53M
  - Vendor Costs $1.02M

Department of Energy and Environmental Protection

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

Mission

The 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

To encourage and support transparency by providing quick and easy access to timely, accurate and integrated environmental information to Department staff, partners, and constituents. To deliver a comprehensive view of environmental activities, conditions and Department actions. To offer capabilities to more efficiently and effectively use the information to better protect and manage the environment.

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

Technology Achievements

DEEP continued to make significant advances in the implementation of technology over the past year. DEEP has a modern network that supports approximately 75 office locations including headquarters, district offices, field operations facilities, education centers, and state parks and forests in addition to supporting a remote workforce. This network carries data traffic as well as voice (VoIP) for our larger facilities. DEEP completed multiple virtual environment upgrades, a major data storage migration, and office equipment refresh and is near completion of a network refresh of DEEP headquarter. DEEP continues to be a state leader in the use of Geographic Information Systems (GIS) with the creation of the DEEP GIS Open Data portal which provides public access to hundreds of GIS datasets, web applications, and public viewers and is linked to the CT Open Data portal so that all published GIS data is easily searchable from either portal. DEEP completed the digitization of 300,000 Oil & Chemical Spills documents and conversion of over 1 million PURA documents from the legacy Lotus Notes system into the enterprise FileNet repository making them electronically accessible to the public through the DEEP Document Online Search Portal. DEEP also initiated an Agile transformation by developing a roadmap, engaging with business, and providing ongoing training and coaching opportunities.

Digital Government

List of Online Services Available:

- The DEEP Records Center online appointment scheduling tool was released in June 2021 in support of efforts to re-open state buildings to the public. This has quickly proven to be a useful tool for our external stakeholders and Records Center staff alike resulting in reduced wait times, efficiencies for staff and public, improved social distancing in office.
- The DEEP Geographic Information Systems (GIS) Open Data portal was released in July 2020 and provides over 200 GIS datasets as well as easy access to a number of DEEP GIS web applications and public viewers. The DEEP GIS Open Data portal is fully integrated with the CT Open Data Portal so the public can easily search for these datasets from either portal.
- Pesticide/Arborist Business Registrations, Pesticide Operators, Dealers, Supervisors, and Private Applicators certification applications were added to the enterprise E-License online licensing system in March 2021.
- Environmental Adjudications eFiling system, released in March 2021, provides for the online electronic submission of petitions and requests for hearing to the DEEP Office of Adjudications, public search capabilities, and an online calendaring solution. This system also introduced the DEEP Common modules which were designed to accommodate and streamline various common components of our numerous permit processes. These common modules include Client/Affiliation, Payment, Profile, and Subscriber Agreement.
- Wildlife Sighting Reporting and Public Viewer provides the public with the ability to easily report wildlife sightings including bears, bobcats, and moose. Data collected includes geospatial location to assist DEEP with wildlife tracking as well as to provide the public the ability to spatially search and view reported wildlife sightings.
- The DEEP Document Online Search Portal provides the public the ability to search, view, and download all existing unrestricted public electronic documents. The portal is searchable by a variety of fields and includes a collection of documents electronically produced or digitally scanned by the agency. DEEP has over 2 million electronic documents accessible to the public through the DEEP Document Online Search Portal
- ezFile is an online electronic filing system for DEEP's application, licensing, registration, and permitting processes. Currently, public users can leverage ezFile to submit Boating and Fishing Permits and Registrations, Radiation Registrations (Diagnostic & Therapeutic X-Ray Device (DTX) and Radioactive Material & Industrial X-Ray Device (RMI)), Stormwater Registrations (Construction, Industrial, and No Exposure), and Underground Storage Tank Notifications (UST). ezFile has over 10,000 registered users and was used to submit 6800 electronic filings to DEEP in FY2021.
- DEEP has an on-line system to reserve campsites, including those with rustic cabins, at state park and forest campgrounds. Reservations for all state campgrounds are available online

accessible from the DEEP website. Additionally, out-of-state residents can pre-pay for parking at select park locations.

- Connecticut's Online Boating Certificate - A boating certificate is necessary for operation of all Personal Watercraft (PWC) and operation of certain boats. Within a week of completing your boating safety course and passing your exam, you are be able to purchase your certificate by going to the Online Sportsman Licensing system.
- 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.

- To fulfill the requirements in Public Act 12-11 "An Act Concerning the Public's Right to Know of a Sewage Spill" DEEP is required to post, on the department's Internet web site, notice of unanticipated sewage spills and waters of the state that have chronic and persistent sewage contamination that represents a threat to public health, as determined by the Commissioner of Energy and Environmental Protection in consultation with the Commissioner of Public Health. To meet this requirement, an interactive webpage has been made available to municipalities to report their CSOs through the DEEP portal. The entry will update the required spatial presentation for the public automatically showing the required information above based on the information provided by the municipal entity.
- The Air Emissions Inventory and Compliance Reporting System (EMIT) is DEEP's web-based Air emissions reporting application. EMIT is used to report Air emissions statements as well as Title V and GPLPE Air compliance reporting. An emissions inventory is a detailed list of air pollutant emissions associated with the various sources of emissions. Title V sources are expected to submit an electronic emissions statement annually.

List of Online Services Requested by Constituents:

- Expanded 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 focus from management of paper to managing environmental information.
- Expanded Online Electronic Permitting – this will allow DEEP regulated entities to submit online filings for various licenses, notifications, permits, and registrations. This will reduce the submission of paper applications to the agency, increase application accuracy, and reduce the time needed for internal review and approval. 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 focus from management of paper to managing environmental information.

List of Online Services Planned to be made available:

- The Sites CMS project will consolidate project management and data tracking needs of multiple DEEP business areas that support various aspects of discovery and remediation of contaminated and potentially contaminated sites including Dispatch, Oil & Chemical Spills, Leaking Underground Storage Tanks, PCBs, Emergency Response, Site Assessment & Support Unit (SASU), Remediation, and Cost Recovery. The new system will replace current paper-based manual processes to manage the oversight of environmental cleanup at approximately 7,000 CT properties resulting in the elimination of redundancies, fostering better coordination of effort across business areas, enabling more efficient processing of vendor invoices and assisting with cost recovery efforts, simplification of reporting a spill or discovery of a polluted site for the general public, and promoting transparency to the general public and other state government agencies such as DECD and DPH. Other project goals include providing a responsive application that can be leveraged by emergency response and other field staff to view and update data and documents directly from their mobile devices, eliminating legacy systems, and creating common electronic interfaces and workflows for enforcement actions that can be extended outside of this project for potential re-use throughout the agency.
- The ezFile Electronic Permitting project will extend the DEEP ezFile platform to incorporate the remainder of DEEP's application, licensing, permitting, and registration processes. ezFile currently includes less than a dozen e-permitting processes. However, DEEP has over 120 application, licensing, permitting, and registration processes which currently rely on paper-based application submittals, old legacy technologies, and manual review processes. This project will provide a more streamlined, efficient approach to both the external public interface and internal workflows based on lessons learned from previous projects. The focus of the project will be on the intake process to increase our services and online presence to the public by offering expanded electronic filing options. The project will leverage existing internal workflow functionality for use by internal DEEP staff. The goal is to make both the process of applying for permits and the process to review permits, lean, fast and efficient thus lowering the cost to citizens, business and government. Delivering feedback of results quickly, to promote transparency, program efficiency and strategic program development within DEEP, and across state government.

Planned Applications

- 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.
- Electronic Natural Diversity Database (NDDB) Applications - An automated NDDB review process will utilize the existing DEEP ezFile platform and will develop an online request form, mapping component, and Decision Support Tool utilizing logic to automate simple reviews and return standard results, allowing for automated, self-service request processing. This will simplify natural diversity data base determinations and provide instant answers through the online NDDB portal for 60 percent of applications. An NDDB review is a prerequisite for many other DEEP permit applications and this solution is expected to help expedite these permit review processes as well.
- ezFile Phase 2 – Provide critical regulatory oversight and environmental permits online, with predictability, transparency and efficiency. Leverage Agile with a focus on delivering business value through releasing incremental Minimal Viable Products (MVPs) that can be delivered quickly and then built upon later.
- DEEP will be exploring and entering into new strategies to maintain and gain efficiencies while working with limited human resources. These strategies include:
    - Cloud supported applications
    - Hyperconverged Infrastructure (HCI)
    - Shared state resources including eLicense and Business One Stop

FY 2022 Technology Budget

Outline a plan for technology spend from all sources*:
(* *Identified costs include BEST chargebacks*)

- Hardware – $550K
    - Conference room refresh
    - Field equipment refresh (Thin clients, monitors)
    - UPS replacement
    - Other (Physical Devices, Headsets, Webcams)
- Software – $1M
- Subscriptions – $250K

- Services - $6M
    - Document Scanning
    - Cloud Application Hosting
    - IT Consultant Services
- Telecom and Data $1M
    - Hartford Network Refresh
    - Major Field Sites Refresh

FY 2022 Technology Major Expenditures

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

(* *Identified costs include BEST chargebacks*)

- Hardware – $550K
    - Conference room refresh
    - Field equipment refresh (Thin clients, monitors)
    - UPS replacement
    - Other (Physical Devices, Headsets, Webcams)
- Records Management: $3M
    - Oil & Chemical Spills Files – Scanning & FileNet Ingestion
    - Remediation Files – Scanning & FileNet Ingestion
    - DEEP Document Online Search Portal Phase 2
- Case Management: $5M
    - ezFile Electronic Permitting – Phase 2
    - Sites Case Management System
    - Agile Transformation
- Software – $1M
- Subscriptions – $250K
- Services - $6M
    - Document Scanning
    - Cloud Application Hosting
    - IT Consultant Services
- Telecom and Data $1M
    - Hartford Network Refresh
    - Major Field Sites Refresh

Department of Housing

Mission

The Department of Housing's mission is to ensure everyone has access to quality housing opportunities and options throughout the State of Connecticut.

Technology Strategy

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm. The agency continues to facilitate a renewed commitment to the technological goals required to support improved customer service, workflows and access to information. The intent is to improve our internet presence, provide access to data and information sources and provide easy to use tools for the compilation of this data.

Also, the agency continues to identify improvements to telework capacity and efficiency.

This strategy is being implemented through the following:

- Elimination/reduction of reliance on desktop hardware
- Finalize technology to enhance teleworking environment (move to laptops for all staff)
- Expansion of video capacity in group environment for use in meeting/conference rooms
- Exploring automation for processes and procedures

Technology Achievements

At the start of the COVID-19 pandemic, the agency was able to convert to 100% telework for all staff in essentially one day. Also, during the COVID pandemic, the agency has maintained an exceptional level of IT support, connectivity, and resources.

The following projects/activities have been completed during this time:

- VoIP migration project
- Implemented a fully online temporary rental assistance portal
- Full implementation of UniteCT online through Yardi's Rent Relief

Digital Government

List of Online Services Available:

- UniteCT application process

- Housing Registry
- e-alerts
- Power BI reporting tool

Requested by Constituents:

- None

List of Online Services Planned to be made available:

- CDBG-SC Application
- Use of Salesforce for automated processing of applications, information and contract workflows
    - Real-estate Development workflow
    - Social Service Contracts Implementation

Planned Applications

- Salesforce
- HDS Web
- Power Bi
- Solution for Group Video conferencing

FY 2022 Technology Budget

Outline a plan for technology spend from all sources:

Hardware

- Audio/Video Servicing Equipment

Software

- Salesforce
- HDS Web
- Power Bi
- FileNet
- Yardi Rent Relief

Services (consulting)

- Cohn Reznick

Subscriptions

- Microsoft 365 GCC licenses
- HDS Licenses
- Adobe Pro XI

Telecom and Data

- Cell Phones (Verizon/AT&T)

FY 2021 Technology Major Expenditures

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

- To be determined as we don't know the cost of SalesForce. We're currently in the exploratory process.

Department of Insurance

Mission

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

Technology Strategy

The overall technology strategy for the Department of Insurance is to utilize the technology resources and expertise in support of the agency mission.

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

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

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

Technology Achievements

- Successfully tested our DR solution for our hosted applications and Data to Eastern State University
- Continued deployment of laptops for telework
- Servers have been upgraded to the latest supported versions
- Maintained and tested wireless in the Insurance Department Office
- Upgraded capabilities of Video Conference equipment in conference rooms
- Worked with BEST's Remote Access solutions to have users work and be productive remotely
- Ongoing deployment of Office 365 to upgrade from Office 2013
- Ongoing migration of users from network shared drives to Microsoft OneDrive
- Together with BEST, configured and implemented SharePoint sites for three DOI business units
- Implemented internal forms processing for Business Office functions such as purchase requests
- Introduced DocuSign as an online form and approval workflow engine

- Ongoing migration of approximately 100 users from previous versions of Adobe Acrobat DC Pro to the current subscription-based model

Digital Government

List of Online Services Available:

- Medical Malpractice Closed Claim Reporting: A system developed in response to a statute passed in 2006.
- Online license information update: This allows licensees to change selected information on their license record
- Online License and appointment query: This will allow 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
- Online license renewal (via the NAIC's NIPR application)
- Online Payment Portal
- Online Freedom of Information request form (via DocuSign)

List of Online Services Requested by Constituents:

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

List of Online Services Planned to be made available:

- No additional online services are in development at this time due to the migration to SBS noted below

Planned Applications

- The Insurance Department initiated a project that will replace our current custom developed core system, CRIS, with the State Based Systems (SBS) application that is made available by the National Association of Insurance Commissioners (NAIC). The SBS application is currently used by more than 30 state insurance departments and migrating to that system will allow the Connecticut Department of Insurance to join with other states in presenting a uniform insurance regulation interface. This project is on target for implementation in late calendar year 2021.

- Migrate from the legacy client-server financial auditing software solution to a cloud-based solution with the same vendor (TeamMate)
- Complete deployment of Office 365 and implementation of Microsoft OneDrive
- Migrate additional business unit forms to DocuSign as a digital form and approval workflow engine
- Work together with the DAS/BEST Portal team on creation of new websites for two major events hosted by the Department of Insurance (Connecticut Conference on Climate Change and Insurance, and Next Generation Insurance Career Fair)
- Refresh and upgrade a broad range of IT equipment (laptops for telework, audio/video equipment, peripherals, printers, scanners)
- Several software solutions will be explored to facilitate business operations for a handful of divisions:
    - Actuarial - Igloo for analytics to better understand risks and resulting capital needs
    - Actuarial - An application to be used by data scientists for predictive modeling
    - Business Office – Software to facilitate tracking and aggregating assessments
    - Legislative – Software to facilitate tracking active legislation and associated updates/notes

FY 2022 Technology Budget

Outlined below is an estimated plan for technology spend within the agency:

Hardware	$50,000
Software	$73,500
Maintenance	$51,656
Services (consulting)	$0
Subscriptions	$0
Telecom and Data	$21,678

FY 2021 Technology Major Expenditures

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

- None planned

Department of Labor

Mission

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

Technology Strategy

The involvement of Information Technology in business planning and delivery is key to the success of the Department of Labor (DOL) mission. To be a key partner in this endeavor, IT places focus on the following foundations:

- The efficient and effective provision of business value by implementing solutions iteratively while engaging with stakeholders through the entire development life cycle
- Upgrading the underlying infrastructure, which will:
    - Keep our IT staff up to date with newer technologies.
    - Provide a more agile development environment.
    - Allow for implementation of more enhanced security measures.
- Automation of IT processes to allow more reliable and predictable business solution results
- Whenever possible, capitalize on the State of Connecticut's enterprise IT infrastructure to strengthen our ability to meet DOL's business goals.

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

Technology Achievements ***CARES ACT**

- *Shared Work Automation – Selected, designed, and implemented a solution to automate the entry of employer-submitted data into the existing mainframe process.
- *Claim Management System IP Tracing - Developed the ability to track claimants' IP addresses in the claim management system. This functionality will assist the Integrity Unit in investigating fraud.
- *Submitting claims data to the National Association of State Workforce Agencies (NASWA) Identity Data Hub crossmatches CT DOL claims against data in other states to detect multi-state filing or identify claim characteristics in CT that match fraud schemes in other states.
- *Submitting CT "suspicious actor" data to NASWA's Identity Data Hub allows other states to detect fraud schemes that share characteristics with those identified in CT.

- *Expanded integrity data warehouse software – Broadened the available data for fraud cross-matching purposes significantly.
- *Initial Claim Entry & Continued Claims – Incorporated ReCaptcha and Multi-Factor Authentication (MFA) to improve our Identity Management and security posture.
- *Continued Claims - Implemented additional claimant identity fields to support the DMV Verification initiative.
- *Work Search – Constructed a web-based application that interfaces with the weekly unemployment certification process.
    - Filers must look for full-time work every week they file for unemployment benefits unless excused from the work search requirement through an employer or other program.
    - Filers must report these work search activities online with their weekly certification.
- *Mixed Earner Unemployment Compensation (MEUC) – Put up a web-based application to support MEUC claimant determination, which enables claimant document upload into the enterprise FileNet system. In addition, the review process assigns cases and retrieves the documentation for eligibility determination by the Department of Revenue Services (DRS) examiners.
- Fire Wall Upgrade – The upgrade was required to maintain support for the current software version.
- Deployed 287 laptops to new staff and consultants as required to meet the business need.

COVID-19 Response

- Pandemic Emergency Unemployment Compensation Program (PUA) - Implemented all required technology to meet the business requirements.
    - Collaborated with Integrity subject matter experts (SMEs) and industry experts to incorporate similar fraud combatant techniques utilized for all UI claims.
- Lost Wage Assistance (LWA) - Added a web-based application to identify claimants eligible for the LWA program.
    - LWA increased the money states can provide to unemployed Americans.
        - Claimants, if eligible, collected six weekly payments of an additional $300, July – September 2020.
        - In addition to the $300 benefit, eligible low-wage claimants received an additional $100 weekly payment.
- Extended Benefits and High Extended Benefits – Modified current automated processing to facilitate eligibility, payment, and roll-off based on high unemployment rates.

    - Unemployment rate thresholds determine:
        - Extended Benefits - Unemployment benefits extended an additional 13 weeks.
        - High Extended Benefits - Unemployment benefits extended from 13 weeks to 20.
- Enhance the administration of the Reemployment Services and Eligibility Assessments (RESEA) program.
    - DocuSign - Implemented an IT infrastructure and services for claimant forms management.
    - Staff provided training and support to facilitate mandatory virtual claimant meetings.
- Utilized the JotForm tool to streamline and bolster virtual services to improve the customer experience.

Digital Government

List of Online Services Available:

- Initial Claim Entry is a web-based self-service application for unemployed individuals. It allows claimants to submit initial claims 24 hours a day, seven days a week. The secure cloud platform is a vendor-supported service.
- Connecticut Department of Labor Tax and Benefits System (CTABS) is a web-based application claimants and employers/contributors use to authenticate and access various DOL digital and online services. Once enrolled, claimants can self-service the following:
    - Establish and change direct deposit payment information
    - File weekly certifications
    - Apply for emergency and special benefits
    - Review claim and payment histories
    - Download the most recent 1099 G tax form
- Work Search –This is a recently created interface to a web-based application to input work search efforts during the weekly unemployment certification process.
    - Filers must look for full-time work every week they file for unemployment benefits unless excused from the work search requirement through an employer or other program.
    - Filers must report these work search activities online with their weekly certification.
- Mixed Earner Unemployment Compensation (MEUC) is a web-based application developed to support MEUC claimant determination. The system includes claimant document upload into the enterprise FileNet system. In addition, the review process assigns cases and retrieves the

documentation for eligibility determination for the Department of Revenue Service (DRS) examiners.

- Pandemic Unemployment Assistance (PUA) is a web-based application that supports claim management for self-employed individuals. It also utilizes the underlying architecture of the new AWS Unemployment Insurance Modernization System.
- Employer New Hires is a web-based application that currently administers the agency's requirement to report data to the National Directory of New Hires (NDNH). The NDNH facilitates the intercepting of wages on behalf of past-due child support. In this scenario, employers must report each New Hire to local jurisdiction**.** DOL currently accepts these reports only by File Transport Protocol (FTP).
- Established an Unemployment Insurance (UI) Contact Center to support claimant's high call volume in response to COVID 19. Claimants have the following self-service options to avoid wait time:
    - Chat Bot provides customers an on-line chat option via text designed to simulate interaction with a live customer service representative.
    - The claimant is offered **Future Callback Appointment** via our web page (WWW.filectui.com). The claimant has 20 different topics to make a choice and select the reason for the callback appointment and schedule a callback appointment for the next day or up to 2 weeks in the future.
    - On the same webpage (WWW.filectui.com) we offer **Quick Clicks**- this offers several online forms to resolve issues and concerns related to the customers claims. The forms can be completed online by the claimant. This triggers the creation and submission of a case. Once the case is submitted it goes into an electronic file and our agents take ownership of the case and resolve it within 24 to 48 hours.
    - Claimant self-service options were recently improved to allow a combination of both **Call Back** and **Quick Click**. The customer is not limited to one or the other. In addition, customers can click a link to a current reference material.
- DocuSign is a solution supporting a streamlined, electronic, and automated technology for the Reemployment Services and Eligibility Assessments (RESEA) program.
- Appeals Decision Library (ADLIB) is a web-based application providing the public and DOL staff an online view of Appeals decisions.

List of Online Services requested by constituents:

- The business requested a self-service solution for claimants to have the ability to upload their appeal documents before a hearing.
- The business requested an enhancement to the New Hire application to facilitate online entry of employers' new hires.

- A web-based portal for claimants to file/withdraw Paid Family Medical Leave (PFML) appeals, allow all affiliated parties to securely upload/view documents related to the case and DOL employees to enter case notes and decisions.

List of Online Services planned to be made available:

- A web-based solution for claimants to have the ability to upload their Unemployment Insurance (UI) appeals documents before a hearing.
- Enhance New Hire application to facilitate online entry of employers' new hires.
- A web-based portal for claimants to file/withdraw Paid Family Medical Leave (PFML) appeals, allow all affiliated parties to securely upload/view documents related to the case and DOL employees to enter case notes and decisions.
- Appeals Decision Library (ADLIB) – Enrich the current application's search capabilities and provide a new look and feel to improve the user experience.

Planned Applications

- Unemployment Insurance Modernization – This is the most critical initiative for the agency to transform the delivery of UI Program services across Operations. Essentially, this will provide more responsive, real-time communications and extensive self-service capabilities to the public. By effectively reengineering the business processes and the offload of applications and data from a legacy mainframe platform to a cloud-based services architecture, DOL will drastically improve the ability to adapt to changing business demands and improve UI Program performance overall. This effort is a four-phase project.
    - Phase 1 (Options Analysis) and 2 (Requirements) were completed in March 2015 and June 2018.
    - Phase 3 (System Development) is on schedule to end December 2021.
        - CT state specific changes for Benefits, Tax and Appeals
        - Migration of Legacy data
        - Chatbot and Business Reporting
        - Responsive Web Design in support of mobile devices
    - Phase 4 (System Implementation) is scheduled to run from December 2021 through June 2022 and includes:
        - Production Environment in the AWS cloud
        - Business Continuity and Disaster Recovery
        - IRS and SSA system certifications

        - Legacy Retirement
        - Organizational Change Management
        - System Training
        - System Implementation
    - Project completion has been re-baselined to July 2022 on account of unavoidable delays resulting from the COVID pandemic.
- Support enhancements to current applications that are not part of the functionality delivered in the Unemployment Insurance Modernization.
- Continue to migrate documents and content from the legacy FileNet environment to the State of CT Enterprise ECM. Support application updates as needed to meet the COVID-19 response requirements of the US DOL.
- Introduce machine learning to expand the fraud management capabilities of the Integrity Division.
- Implement DMV identity verification and commercial identity proofing tools to the fraud management program.
- Upgrade New Hire application to facilitate online entry of employers' new hires.
- A web-based portal for claimants to file/withdraw Paid Family Medical Leave (PFML) appeals, allow all affiliated parties to securely upload/view documents related to the case and DOL employees to enter case notes and decisions.
- Decommission CARES ACT programs as recovery from the pandemic continues.
- Appeals Decision Library (ADLIB) – Enrich the current application's search capabilities and provide a new look and feel to improve the user experience.
- Research and implement a Fund Accounting System for the Tax Division.
- Research and implement a Business Analytics Solution for the Business Management Division.

FY 2022 Technology Budget

Outline planned technology spending from all sources: The budget numbers below include legacy system support, CARES ACT funds, and Bond funds to support the Modernization project. Based on USDOL direction and pandemic management, the CARES ACT funds are subject to change.

Account Description	Transaction Amount
Capital-IT Hardware Purch/Inst	157,585.34
IT Consultant Services Hourly	26,449,697.68
IT Data Services	660,333.80
IT Hardware Maint & Support	289,016.67
IT Software Maint & Support	4,334,161.50

Non-Controllable Software	1,673,492.73
Online Information Services	10,693.39
Grand Total	**33,574,981.11**

FY 2022 Technology Major Expenditures

List all planned agency technology expenditures above $100K:

- UI Modernization Initiative- $7.5m (includes project and vendor resources)
- Business Analytics Solution - $450K

Department of Mental Health and Addiction Services

Mission

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

Technology Strategy

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

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

Technology Achievements

- Completed migration of 500+ Access 2003 databases to Access 2016
- Completed migration of SharePoint 2010 to SharePoint Online
- Deployed the State Opioid Response (SOR) application that allows the DMHAS Research Department personnel to upload opioid-related survey information to SAMHSA
- Completed installation of 23 Teams conference rooms for telemedicine, telehealth appointments. Setup remote courts for Probate and criminal courts at hospitals
- Migrated all email accounts to Office 365
- Configured and issued 39 iPhones for inpatient clients to communicate with their families.
- Issued 900+ headsets, 1300 webcams, 400+ laptops and 6 Teams rooms.
- Upgraded VDI environment and installed new SAN device to allow 800 concurrent users for telework during the pandemic
- Deployed Cloud Management Gateway for better laptop management
- Upgraded the phones at various locations to the enterprise phone system on VoIP
- Netwrix auditing system implemented
- Middletown surveillance project – Completed video cameras for surveillance for patient safety. Implemented Pro Watch security system in Hartford, Bridgeport and New Haven.
- Medical Inventory system to streamline warehouse operations due to the excessive inventory demand during the pandemic.
- Upgraded 3800 windows 10 computers to the latest supported version

Digital Government

- Nothing Planned

Planned Applications

- Health Information Technology – DMHAS is soliciting for a new Electronic Health Record system through a Request for Proposal.
- Upgrade and modernize Tobacco Compliance field inspection application to make it available on mobile devices and integrate with DRS business registration information.
- Modernizing our legacy web-based applications to be compatible with modern browsers and provide better security.
- Expanding video surveillance in Middletown
- Upgrading phones to VoIP enterprise phone system at CRMHC, BHSA, SWMHC, CMHC, and Middletown campus

FY 2022 Technology Budget *

Outline a plan for technology spend from all sources:

- Hardware - $2,700,000
- Software - $1,300,000
- Services (consulting) – $1,700,000
- Subscriptions - $69,000
- Telecom and Data - $550,000

** Budget is contingent on the availability of funding.*

FY 2022 Technology Major Expenditures

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

- Desktop/Laptop Refresh $500k
- Switch Refresh $100K
- Phone System Replacement — I site $500K
- Video Equipment and cameras $1.5M

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 Technology Strategy.

Overview

The focus of Department of Motor Vehicle 3-year technology strategy is to:

- Migrate the underlying infrastructure environment to new technologies
- Integrate the Licensing and Registration systems
- Enabling online services.
- Migrate to new State-to-State American Association of Motor Vehicle Administration (AAMVA) verification services known as the Unified Network Interface (UNI) by 2023. AAMV is planning to discontinue support of current services by 2025.
- Modernize and Digitize DMV by deploying solutions (i.e. scanning and workflow) to eliminate paper, reduce manual processing and improve data quality.

The strategy is being deployed in the following phased approach:

Year 1: Deploy open, flexible, and scalable web-based front-end architecture, connected to the back-end legacy system via middleware. (in progress, Salesforce / MuleSoft, etc.) and continue to modernize and digitize all business processes.

Year 2: Migrate applications and user interfaces from the mainframe to the newly developed web-based architecture and enable access to the new State-to-State AAMVA verification system.

Year 3: Migrate all licensing applications and data to a newly deployed web-based environment and integrate the registration system into to the state-of-the-art environment.

The result will be a new future-ready web-based application environment with modern technologies with enhanced security, interoperability, and scalability allowing seamless integration with enterprise architecture currently being developed at the state level. (cloud-based)

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

Technology Achievements:

- Deployed a self-service portal for customers integrated with staff worker portal for transaction processing

- Initiated migration from legacy, mainframe technology environment to a modern, customer-centric, and cloud-based platform. (Salesforce and MuleSoft)
- Implemented middleware solution (MuleSoft) that integrates existing driver and vehicle solutions across technology platforms (.NET, Mainframe, and Salesforce).
- Implemented an enterprise shared service for customer id-proofing, leveraging DMV data. Other agencies (e.g., DOL) have begun to leverage this enterprise service.
- Implemented address validation software, Smarty Streets, which conforms addresses to USPS postal requirements.
- Deployed customer contact information verification process SMS capabilities via SMS-Magic.
- Established an enterprise payment processing service (Global Payments) for all online transactions, streamlining reporting and reconciliation activities.

Digital Government

Services List	**Requested by Constituents**	**Service is available today (7/28)**	**Service under development**
Renew Driver's License (DL) and non-Driver ID	Y	Y	
Request a duplicate DL or non-Driver ID	Y	Y	
Change of Address	Y	Y	
Request Driving History (includes Medical Certification status)	Y	Y	
Renew Vessel Registration	Y	Y	
Submit a customer service request / inquiry	Y	Y	
Convert Learner's Permit to Driver's License	Y		Y
Change Organ Donor Status	Y		Y
Change Voter Reg Status	Y		Y
Reinstate License	Y		Y
Special Operator Permit Application	Y		Y
Renew CDL	Y		Y

Terminate and Reprint Vehicle Registration	Y		Y
Credential Status Tracking	Y		Y
Initiate REAL ID application	Y		Y
Request, renew, update Disability Placard	Y		Y

Planned Online Services Planned:

Preliminary list of planned online services (2022)			
Change Name	Y		
Change Gender	Y		
Fleet Renewals	Y		
Trailer Renewals	Y		
RV Renewals	Y		
Document Upload	Y		
Online Knowledge Test	Y		
Online Dealer Services	Y		
Report abandoned vehicle	Y		
Request administrative hearing	Y		
Insurance compliance services	Y		
Vehicle titling and plate services	Y		

Planned Applications

- An additional 15 - 25 services to be added to the portals in the next 18 months. This is in addition to the services currently under development.
- Fleet Management Functionality for businesses that own and register multiple vehicles (e.g. towing companies, transportation/limousine, school buses, etc.)
- Upgrade AAMVA interfaces including modernizing interfacing technologies and implementing State-to-State electronic verification interfaces.

- Reengineer and modernize back-office business operations and solutions including digitizing paper-based processes.
- Continue to migrate licensing applications and data to the newly deployed web-based environment and integrate the registration system to the state-of-the-art environment.

FY 2022 Technology Budget

The Agency is seeking I/T Bonding funds for the proposed initiatives. Cost estimations for the proposed initiatives are currently in progress.

Outline a technology plan spend from all sources:

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

FY 2022 Technology Major Expenditures

List all planned agency technology expenditures over $100K:

- Expenditure 1
- Expenditure 2

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.
- Support Governor Lamont's desire to support a digital government, which enables us to match service delivery efforts to how our citizens are expecting to consume them.

Technology Strategy

- DPH is involved with the NITO/BEST/BITS IT modernization efforts, currently mapping current IT staff into the different BITS organizational structures. Will be participating in all strategy and conversion activities in preparation for the 7/1/22 new organization.
- Monitor the Palo Alto IDS device which has been recently upgraded from 9.0.1 to 10.1.0.
- Continue to improve agency network infrastructure (switches and wireless) for reliability.
- Migrate the RH Laboratory Avaya phone system to the state's enterprise telephone system.
- Implement the SCCM in conjunction with BEST to assure the endpoints are secure.
- Provide laptops with docking stations for new hires.
- To improve internal security, implement the Palo Alto Networks PA-3260.
- Expand our services to support home working environment (teleworking).
- Provide a systemic refresh of hardware platforms for the users with desktops and/or laptops.
- Continue to provide centralized IT support to OHS (Office of Health Strategies).
- Work with other state agencies to increase our threat stances against malware.
- Improve Asset Inventory with BMC FootPrints Inventory Manager.
- Increase security and compliance by encrypting data at rest with BitLocker.
- Manage mobility growth and use for agency.
- The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm
- Provide uniform portal for receiving required reporting that can Reduce or eliminate the volume of paper or ad.hoc reporting that is accepted by the agency.
- The Department of Public Health continues to grow and support a robust private virtualized server environment based on VM Ware hosts, to meet the growing data demands of our agency.

- Continue to standardize data access through posting to shared locations based on MS-SQL Server databases and expanding into the new Azure Tennant.

Technology Achievements

Help desk – Eva Golebiewski

- DPH IT transitioned a workforce of over 700 employees to remote work, utilizing RDP and VPN access.
- Upgraded over 800 desktops and 300 laptops from Office 2013 to Office 365 and MS Teams.
- Configured and deployed over 300 new laptops for immediate use for remote work.
- Implemented a new BMC Track-it Helpdesk system to Track-it 2021.
- Expanded PURE Storage by upgrading the capacity to 45 TB.
- Upgraded Palo Alto IDS Device from 9.1 to 10.1.
- Installed Arcserve 9144DR backup appliance with 38TB of disk space to backup DPH servers. The previous appliance was converted into a replication point appliance to offer backup redundancy.
- Imported new lists in Everbridge that was used to notify individuals who qualified for vaccination based on age group. Also created list to support Rock The Shot promotional campaign to promote vaccination among CT residents.
- Upgraded McAfee virus software Endpoint Security (ENS) to McAfee MVision Endpoint. McAfee MVISION Endpoint supports cloud-based technologies to analyze and combat advanced, zero-day threats.
- Phased out McAfee Safeboot encryption software for all laptops and replaced it with Microsoft Bit-Locker.
- During this last fiscal year 13,594 tickets were handled by the IT staff.

Applications Development area – Steve McConaughy

- Developed and Stood Up a fully operationalized Microsoft based - ContaCT Tracing application in the Azure environment
- Expanded reliability of the CT-EDSS and reporting infrastructure by adding redundant application servers in a failover configuration

Applications Development area – Surjit Sethuraman

- Immunization: CT WiZ is the statewide Immunization Information System (IIS) designed to meet national standard requirements for effective tracking and administration of immunizations in a

public health setting. It is a web-based database that maintains complete, accurate, and secure immunization records for all Connecticut children. So far, we have 1276, 1108 EHR (Electronic Health Records with Clinic Full Access and VAMS), 168 UI Clinic Access and VAMS.

- DPH Submissions: DPH IT developed a new portal named DPH Submissions (https://dphsubmissions.ct.gov) site to consolidate data collection by different sections within DPH from healthcare providers, public, etc. As the pandemic hit last year, we added more and more online data submission for various units within DPH for their review, processing, and reporting. Some of the new additions in 2020 were,
- Online VAMS Enrollment (for Eligible Individuals): VAMS (Vaccine Administration Management System) system was used for enrolling and scheduling eligible individuals to receive COVID-19 vaccine in CT. This new online form was used to enroll providers, clinics, and individuals in VAMS to receive COVID-19 vaccine.
- PPE Resource Request form: Facilities Licensing & Investigations Section (FLIS) oversaw the collection, review, approval, and distribution of PPE. This online form was used to collect PPE request across eligible providers such as Skilled Nursing Facility, Assisted Living, Home Health Agency, Residential Care etc., for DPH to review, approve and ship PPE's to the healthcare providers.
- COVID-19 Vaccine Clinic Pre-Registration form: Immunization section undertook the registration and approval of onboarding COVID vaccine clinics. This online form was used to collect PPE request across eligible providers such as Skilled Nursing Facility, Assisted Living, Home Health Agency, Residential Care etc., for DPH to review, approve and ship PPE's to the healthcare providers.
- COVID-19 Vaccine Order form: Immunization program oversaw the COVID-19 vaccine order collection, review, approval of Vaccine orders from eligible CoVP providers. This form helped collect all the vaccine orders weekly and assisted Immunizations program to review, approve/reject and track the progress electronically.
- COVID-19 Vaccinator Submission: During the COVID pandemic DPH needed healthcare professional volunteers to assist with vaccinating the people of CT. This form helped collect the registry of volunteers for DPH to review and assign them to appropriate area as COVID-19 vaccinators.
- DPH Vams Intake Form: DPH worked to reduce barriers to vaccination across the state arranging walk-in clinics with our vaccination vans to serve communities, particularly our hardest hit and underserved. We designed the portal for providers to request vaccine vans and DPH to review and assist and keep track of requests.
- Coronavirus (Covid-19) Case Report Submission: Healthcare providers submit the new Covid-19 case report form to DPH online. This individual case report will be matched with the lab test results received from the testing labs through Electronic Lab reporting process.

- Coronavirus (Covid-19) Testing Submission: Daily reporting of Covid-19 labs testing capacity to better plan and allocate resources. This data is being used by National guard/FLIS to track down the number of tests conducted by each covid-19 testing labs and address issues and concerns.
- EMS Education Approval System: OEMS provides approval to certified EMS instructors to conduct courses. EMS instructors now can apply online through DPH Submissions and get an automated notification once approved by OEMS.
- STD-23: Online data submissions by providers to submit STD data to DPH.
- DPH Online Ticketing System: DPH IT developed an online ticketing system for inter/external user and public s to submit questions/clarifications/assistance to individual sections within DPH to move away from phone calls, voicemails to improve the customer service and turnaround time. In 2020 more program's within DPH came forward to use this ticketing due to pandemic and also needed an electronic system and move away from traditional phone calls and emails which was hard to track and respond. COVID-19 Vaccine response, ABCMS (Applicant Background Check Management System), Contact Tracing, Electronic Death Registry, Immunizations program, PPE Request, School Covid data system etc. Below are the metrics for the tickets received through the online CT Helpdesk system between 2020-2021 by individual programs.

Program/Application Name	Number of tickets
COVID-19 Vaccination	24,873
Contact Tracing	17,833
FLIS – Healthcare facilities quality & Safety	739
School Covid Submissions	591
CT Vitals (Electronic Death Registry)	698
ABCMS (Applicant Background Check System)	935
Connect to Care Jobs	145
	45, 814

- LTCF Covid-19 Data Submission: During the pandemic DPH undertook the collection of vast nursing home resident level COVID-19 infection line list which helped with tracking, forecasting and reporting out the resident level data to public and the leadership team. We developed a daily COVID-19 reporting submission portal through existing FLIS Events tracking system wherein Skilled Nursing Facilities can report the daily numbers electronically and track the resident status. This was a huge data collection and reporting effort done by both FLIS and Infectious disease section. We also added Vaccine status of each COVID-19 infected patients later on for better reporting and analysis. With this system we were able to track the onset date, symptoms,

reactions, duration of infection, hospitalization and other important metrics which facilitated DPH to assist all LTCF who were the worst hit populating during this COVID-19 pandemic.

- Travel Advisory/Complaint/Enforcement/Investigation System: DPH IT has developed the travel advisory form where travelers can submit the travel form based on the governor's guidelines and also upload the necessary test results online. This will be integrated with online complaint submissions of travel violators and DPH staff can do track the violations and continue the investigation/enforcement online within the system. This will help the DPH staff to move from the paper complaint process and track everything electronically.

Digital Government

List of Online Services Available:

- Immunization Public Portal: A public portal to access the official immunization certificate has been completed. With this new portal, public can query and download their immunization certificates. This is still under approval process and yet to be released to the public.
- Death Registry2
- School Submissions: Daily reporting of School Covid-19 data for students and staff reported by individual schools. This data will be used by CSDE and DPH to better prepare and track the cases in schools.
- EMS Education Approval System: OEMS provides approval to certified EMS instructors to conduct courses. EMS instructors now can apply online through DPH Submissions and get an automated notification once approved by OEMS.
- ABCMS - Automated Background Check System; Monitors compliance with Biometric fingerprint-based Background checks for hiring certain health care workers.
- Asthma School Survey: Developed a new web portal to collect data from schools for the Asthma program. This new system replaces the current data collection from schools received by email, fax and other manual paper process which then entered in an access database. This new portal also transfers the legacy access data to a SQL database and a public facing portal to collect the data from schools.

List of Online Services Requested by Constituents:

- Electronic Laboratory test request for our State LIMS system.

List of Online Services Planned to be made available:

Planned eGovernment Applications for 2021:

- Reportable Events for Behavioral Health and Substance Abuse Facilities: Integrating Electronic Reporting of incidents by Behavioral and Substance Abuse facilities (Substance Abuse Care,

Psychiatric Outpatient Clinics, Mental Health Residential Living, Mental Health Intermediate Treatment Facilities, Mental Health Day Treatment Facilities, Mental Health Community Residence) to DPH FLIS Events web portal. Approximately 600 clinics needs to be on boarded to this electronic reporting website which are currently faxing the reportable events.

- LEAD Poisoning Prevention and Control Program: CT General Statute 19a-110 requires providers to report all lead levels in children screened for lead poisoning at least every 30 days. Levels of 10 mcg/dL are required to be reported within 48 hours. Currently, CT has approximately 100 LeadCare providers which send roughly 35,000 results annually (40% of all results). The form OL-15c is used for providers faxing in elevated levels. We are planning to develop an electronic submission system which will automate the reporting, reviewing, tracking, and uploading results in CT SITE.
- Long term care facility Strike Monitoring: During contract negotiation between healthcare workers union and the nursing home industry, DPH receives strike notice from the facilities healthcare workers, and we prepare for the strike monitoring activities. The strike monitoring activities consists of collecting volunteer nurses and assistance staff, scheduling, team formation, car rentals and strike monitoring teams reporting back to DPH. We are planning to create an portal which automates this strike monitoring activities so we can focus on patient care and planning.
- DPH Online Ticketing System: More programs within DPH are coming forward to be part of this online ticketing system to improve the customer service and answer questions on time.
- Immunization:
    - In-Continuation with onboarding clinics to Ct WiZ.
    - Immunization Public Portal: Works are under way to collect legacy data from the existing and new onboarding clinics so public portal have full immunization records.
- iQIES (Internet Quality Improvement and Evaluation System): iQIES will replace the legacy systems (QIES, CASPER, and ASPEN) with one integrated, Internet-facing, cloud-based system. The existing legacy systems functionality are being consolidated into a single system, the new Internet Quality Improvement and Evaluation System (iQIES).
    - Users (Providers and State Survey Agency) will no longer require a virtual private network (VPN) or CMSNet to access this system. iQIES is Internet-facing and maintains the latest system architecture and security standards.
    - System enhancements will support a flexible and user-friendly data reports system for providers, allowing for greater ease in using real-time data for care planning and quality monitoring and improvement purposes.
    - Users will be able to access important information for work anywhere, at any time, on mobile devices, laptops, and tablets due to built-in adaptability with increased accessibility.

- Reportable Events for Behavioral Health and Substance Abuse Facilities:
- Hospital Trauma Data Registry. In the past 24 months the Emergency Services data (ambulance calls) has been migrated to its own SaaS solution. We will migrate Hospital Trauma Reporting to the same SaaS platform
- In the State Laboratory, the Current Horizon LIMS system that controls all test devices and results reporting, has significant inherent barriers to service in the way we are currently operating. We are actively working on Selection a new vendor and moving to a more digital based solution.

FY 2022 Technology Budget

- Hardware
  - CISCO switch refresh (410 & RH Lab) $750,000
  - Wireless network infrastructure refresh (410 & RH Lab) $250,000
  - Desktops, laptops, tablets $120,000
  - Annual maintenance and support $100,000
- Software
  - Annual maintenance, support and new purchases $100,000
- Services
  - EPlus Engineering services for VMWare and CISCO switches $25,000
- Subscriptions
  - Office 365 $200,000
- Telecom and Data $35,000

FY 2022 Technology Major Expenditures

- Refresh of Agency Switches (Central Office and DPH Lab) $750,000
- Refresh of Wireless Infrastructure (Central Office and DPH Lab) $250, 000

Department of Revenue Services

Mission

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

As a data- and technology-driven enterprise, DRS applies a systems approach that aligns technological improvement with our business objectives and processes. DRS pursues an integrated, dynamic information management and communication strategy that:

- supports effective research, planning and resource allocation;
- securely and timely informs and assists taxpayers;
- prioritizes automation that cuts manual processing;
- reduces fraud;
- targets smart collection of state taxes administered;
- enhances communication, training, and teamwork for employees; and
- provides core management analytics, key performance indicators and benchmarking.

DRS is transitioning from its existing legacy system due to high maintenance outlays, end-of-life status, inflexibility, costly reprogramming, and lack of efficient integration. The DRS technology strategy is built on a transition to CTax, a modernization initiative that will create a new, safe and secure tax administration environment defined by integration, streamlined service to taxpayers, and flexible adaptation to tax changes.

Additional technology expectations include:

- continued transition to paperless, automated processing and reporting that will free up resources for taxpayer services and collections;
- real-time information sharing, data mining and outcome tracking that is secure, accurate and accessible in the office, in the field and at home;
- user-friendly and real time online and on phone taxpayer information and taxpayer services that maximize voluntary compliance and combat fraud; and
- work flow enhancements that reduce processing and hand-offs, improving teamwork and timeliness.

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

Technology Achievements

- Release 1 of CTax - Multiyear IT modernization of the agencies tax processing systems.
- ITAS (Integrated Tax Administration System) is the current production environment and is being replaced by CTax in a multi-year IT modernization project. Modifications to date:
    - New features for the CTAX Project Release 1 Tax Types
    - Conversion for CTAX Release 1 Tax Types
    - Changes for Legislative, Covid 19, and Tax Extensions
    - Enhancements to Facilitate Remote Business Processing
    - Oracle 19c database software upgrade
- FSET (Federal/State Employment Taxes) - Updates for CTAX Release 1
    - FSETNG - New front-end and system to DOL Gateway that DRS uses to accept Vendor information
- MeF (Modernized e-File) new features for CTAX release 1
- Covid-19 Screening System and Office Hoteling application for DRS Employees
- New Online Forms and DRS Application For NAA-02
- Deployed over 400 Laptops to enable a remote workforce.
- General Correspondence Scanning / Email Automation for remote processing

Digital Government

List of Online Services Available:

- Taxpayer Service Center (TSC)
- myconneCT (release 1 of new taxpayer portal)
- Self-service payment plan application and approval
- Refund validation quiz
- Tax calculators
- Electronic filing for real estate conveyance tax
- Self-service for tax status letter requests
- New Online Forms and DRS Application For NAA-02 (Neighborhood Assistance Application)
- Fillable and downloadable tax forms
- Taxpayer publications and guidance
- Paid Preparer e-License
- Business tax help presentations
- Home page Latest News feed, e-Alerts and social media deployment

List of Online Services Requested by Constituents:

- Taxpayer tutorials
- Taxpayer service chat capacity
- Enhanced website navigation
- Mobile applications

List of Online Services Planned to be made available:

- myconneCT – release 2
- new online features

Planned Applications

- CTax Release 2 - Multiyear IT modernization of the agencies tax processing systems.

FY 2022 Technology Budget

Hardware	
• Server replacements (normal replacement cycle)	$224,400
• VNX SAN Storage replacement (GDC & SDC)	$910,000
• Backup appliance replacement (GDC & SDC)	$120,000
• Network Switches, Top-of-Rack (GDC & SDC)	$255,000
• Laptops (new hires / replacements qty 50)	$ 85,450
• Mail Inserter (EOL replacement)	$140,000
• High-volume Printers (replace EOL printers in the mailroom)	$101,590
Subscriptions /Services	
• PluralSight online Training	$ 10,550
• Cloud gateway for DR	$ 25,000
• Microsoft Support Services	$ 5,000
• Training (5-6 FTE – 4 classes)	$ 46,000
Telecom and Data (n/a)	
Software	
• VEEM	$ 20,413
CTax	
• Phase 2 rollout (completion); Phase 3 (partial)	$11,050,000

Total	***$12,993,403***

FY 2022 Technology Major Expenditures

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

Department of Social Services

Mission

The Department of Social Services (DSS or the Department), along with our partners, provide person-centered programs and services to enhance the well-being of individuals, families, and communities. To provide these programs and services, the Department delivers and funds a wide range of programs and services as Connecticut's multi-faceted health and human services (HHS) agency. The Department serves roughly one (1) million residents of all ages throughout all one hundred and sixty-nine (169) cities and towns, and supports the basic needs of children, families, older and other adults, including persons with disabilities, through twelve (12) field offices, centralized administration, ad online and phone access options. The Department and its partners provide federal/state food and economic aid; health care coverage, including medical, dental, behavioral health, prescription medications, and long-term services and support; independent living and home care services; social work; child support; home-heating aid; protective services for older adults.

Technology Strategy

The Department's technology strategy is built on four (4) hierarchical layers; Vision, Goals, Objectives, and Plans.

Vision

Guided by our shared belief in human potential, the Department envisions a Connecticut where all individuals have the opportunity to be healthy, secure, and thriving. DSS seeks to maximize the volume and efficacy of permitted benefits for its stakeholders through the modernization and digitization of departmental processes, and continued improvement of our existing information systems and their capabilities. The Department is committed to ensuring that the needs of our clients are met, and works to regularly adjust plans and strategies to improve services and service delivery to meet these ever changing needs.

Goals

In addition to supporting normal operations, and providing technical assistance to the Department's staff and its partners, the Department's technology strategy aims to meet the following goals:

- Drive decision-making, collaboration and service-coordination through enhanced use of data to improve services.

- Improve access to HHS to enable our customers to gain independence, enhance health and achieve well-being.
- Strengthen public trust through increased transparency and by continuously improving the way we administer programs, manage our resources, and operate our infrastructure.
- Provide cost savings to the Department, and the state, by conducting cost benefit analysis for new and existing technology programs and projects, increased competition in contracting for technology services, and enhanced oversight of our technology vendors.

Objectives

The following objectives have been established to support the Department's technology goals:

- The implementation of approved business information technology projects that support shared technology services for HHS and benefits.
- The development of standards related to the use of clients of the Department and services provided.
- The development of methods and processes that assist with the prioritization and alignment of new business technology projects.
- The continued improvement of the Department's Information Technology Services organizational structure, job roles, and responsibilities.
- Utilizing partnerships and strategic alliances with the DAS Information Technology Division, and other CT Executive Agencies, to pursue and implement enterprise solutions and achieve economies of scale.

Plans

The Department's technology plans are designed to arrange projects to instantiate and bring to life the Departments technology objectives. For more information about the Departments current technology plans, please see the Planned Application section of this document.

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

Technology Achievements

ImpaCT Eligibility System – ImpaCT is the latest step in DSS's eligibility modernization process. This system represents a state-of-the-art eligibility system to improve the service we provide our clients, allowing the Department to be even more efficient and timely, and to ensuring that Connecticut families

are getting the vital human services benefits for which they are eligible. While the system became operational in August 2017, enhancements to improve functionality continue through Impact 2.0. Due to COIVD required enhancements, not all planned ImpaCT 2.0 enhancements were implemented in SFY21, and they will be completed in SFY22.

Enhancements completed in SFY21 include:

- Enhanced Task Management workflow that reduces task backlogs, and improves on-time processing
- Enhanced TFA program compliance for case handling and interfaces
- Enhanced SPEND-DOWN logics for workers to have greater flexibility
- Enhanced benefit recovery functionality that ensures all functions/features from EMS (legacy system) are migrated over to ImpaCT.
- Enhanced Fiscal & Financial Management module that provides improved tracking and efficiencies
- Enhanced Premium Payment module
- Streamlined Eligibility, SNAP, PRF & Renewal process
- Enhanced Summer EBT workflow and business rules
- Implemented ImpaCT application database archival strategy

Asset Verification System (AVS) – Integrated AVS within ImpaCT, and enabled passive renewal functionality. AVS integration project enhanced operation effectiveness and provided the following enhancements to staff:

- Automated ImpaCT renewal requests with AVS, providing staff with a no touch or click functionality
- Ability to add additional banks to the request, conduct smart search, and on-demand requests
- Ability to request real property and enhanced address match logic between the AVS and ImpaCT addresses.
- Passive renewal functionally extended to other medical programs, reducing the manual renewal tasks
- System compliance with CMS regulations through the generation of a new passive renewal notice to clients, which provides the client information used for the passive renewal
- New reports to prioritize cases for timely processing
- Revised workflows for W-36 correspondence to banks

Robotic Process Automation (RPA) – Implemented RPA capabilities to conduct DSS business process utilizing an emerging form for business process automation technology where software is programmed with artificial intelligence (AI) and machine learning capabilities to handle high-volume tasks. The

software robot can be taught a workflow with multiple steps and applications, such as taking received forms, sending a receipt message, checking the form for completeness, filing the form in a folder and updating a spreadsheet with the name of the form, the date filed, and so on. RPA software is designed to reduce the burden of repetitive and simple manual tasks, and help with increased workload and customer service demands. Automated processes include:

- Online renewals; these automated online renewals are attributed with 20% to 25% of renewals received by the Department. The solution can be extended to paper renewals in subsequent phases.

Enterprise Program Management Office (EPMO) – The Department continues to refine the Enterprise Project Management Office (EPMO) to manage the complex portfolio of concurrent, inter-related projects throughout the agency. The EPMO has increased the transparency of project activities and performance through the application of project management best practices, policies, processes, and industry-standard methodologies.

COVID Infrastructure Enhancements – Over the last fiscal year, DSS ITS has seen an increase of 130% in trouble tickets from the previous fiscal year primarily resulting from the COVID-19 pandemic and related telework. In addition to normal break/fix requests, ITS successfully implemented the following infrastructure enhancements to support continued operations during the pandemic.

- Procured and deployed 1800+ laptops, 1,700+ monitors, and 700+ cell phones to support staff telework.
- Enhanced current Microsoft Remote Desktop VDI environments through the addition of extra hardware to improve network resource access for telework.
- Migrated existing lines, implemented cloud fax solution eGold Fax, and provided training to staff to enable access to web-based telephonic facsimile services.
- Procured licensing and provided training to staff on the use of DocuSign for electronic document signing services.

CT Medicaid Enterprise Technology System (CT METS) – CT METS is the replacement of the current MMIS systems. The Department's has recently started working with Independent Verification and Validation contractor NTT Data, and Organizational Change Management contractor North Highland, with a program kick-off meeting having been held in May 2021. The current procurement schedule for SI contract award has been delayed and DSS is working with the Department of Administrative Services (DAS) on the procurement to finalize contract specifics and identify a start date.

Shared Services Readiness – DSS Cloud Migration - As part of Shared Service readiness and for future vendor diversification for DDI work, the State has moved all development and system testing environments for all enterprise HHS applications from existing vendor's data center to Cloud (Amazon Web Services).

Mobile – The Department's progressive web application solution has been implemented and is currently in the soft launch phase with full rollout expected in Sept 2021. Phase 2 is planned to start in October and will be completed in early 2022.

Benefit Call Center Interactive Voice Response (IVR) – The IVR project has provided improved call workflow logic to the Departments existing IVR system, allowing for better routing of calls, and providing virtual hold services, allowing clients of the Department to be placed in a virtual hold, and provided a call back from a DSS employee when their place in the queue comes up. These IVR enhancements have helped reduce call wait times, ensure clients are correctly routed to the proper teams, and improved customer satisfaction.

DSS Intranet Site Migration to SharePoint – DAS BEST announced it would no longer support and host any state agency's intranet sites on its servers as of January 31, 2021. All agencies were instructed to move their intranet sites to a location of their choice. Given this strict deadline, the Department decided to move all content "as is" to a SharePoint site hosted in the Microsoft Azure Cloud. To ensure the success of this effort, the team needed to communicate and collaborate with all divisions who provide information to the site. Content owners had to review and confirm all content was intact, and that links within pages reached their required destination. OSD played a critical role in providing end users with navigational training to ensure they were able to find necessary content to perform their jobs. All updates to content would be addressed post implementation, and so far, the following items have been addressed:

- Content has been updated, is current, and additional divisions, such as CT METS, have been added to the site.
- OSD has added electronic training materials and modules so new staff could receive necessary training online.
- New functionality has been introduced, such Quick Links, which allows staff to reach needed information with fewer clicks.
- DSS News section was added to provide staff with updates on what is happening within the Department.

Digital Government

List of Online Services Available:

- Pre-Screening Tool
- Benefit Details and Status
- Online Application
- Online Renewal
- Online Changes
- Document Upload
- Document submission status
- Paperless notices
- Request a Fair Hearing
- Client Survey
- Community Partner Functionality
    - Multiple application submission on clients' behalf
    - Document upload
    - Online submission status

List of Online services Requested by Constituents:

- Community Partner Functionality to include a Community Partner Portal
    - Client Look up, revealing benefit details and status.
    - Online Renewals.
    - Online Changes.
- Online Periodic Review Form for SNAP

List of Online Services Planned to be made available:

- Online Periodic Review Form for SNAP
- Integrated Mobile Platform
- Integrated Client Portal
- Mobile optimized landing page, home page, and screen flow
- Mobile Application

Planned Applications

Child Support – The Office of Child Support Services (OCSS) has been using a nearly 30-year-old green-screen, character-based legacy system for administering the Child Support Program. The project is currently in the contract negotiation phase, and once completed, the project will move forward with the design and development phase leading to the implementation of a new Child Support System.

CT Medicaid Enterprise Technology System – CT METS seeks to modernize, streamline, and align current information systems and business processes in support of agency priorities for the HUSKY Health Program. Key outcomes include improved experiences for members and providers of HUSKY Health, strengthened program integrity, and easier sharing of data among systems to enhance quality member outcomes. The Department's has recently started working with Independent Verification and Validation contractor NTT Data, and Organizational Change Management contractor North Highland, with a program kick-off meeting having been held in May 2021. The current procurement schedule for SI contract award has been delayed and DSS is working with the DAS on the procurement to finalize contract specifics and identify a start date.

Health Information Technology (HIT) – The Department is currently working with key stakeholders and vendors to implement health information technology projects, to include a Patient Access Interoperability (PAI) and Provider Registry solution to meet the requirements of the Centers for Medicare & Medicaid Services (CMS) rules, and assisting with the development of a state level Health Information Exchange (HIE).

Procurement and Contracts System (PACS) & Community Action Agency Tracking System (CAATS) – Integrating PACS, a web contract and document management system that is used to initiate and manage the life cycle of Procurement Request, Procurement, Contract and Amendments, with CAATS, which is community action agency tracking system. CFI tracking – Phase 1 will enhance the application to allow supervisors and leads to assign the cases to the fraud staff. Phase 2 will migrate the project to the Department's Salesforce cloud environment.

Project Portfolio Management Solution – Identify and rollout an agency wide project portfolio management (PPM) solution which integrates with current project management tools and aligns with EPMO and ITS PMO project methodologies and processes. The Department has evaluated a number of tools, has identified Work Otter as the replacement tool for Clarity PPM, and is currently planning for rollout.

ImpaCT 2.0 – The Departments ImpaCT 2.0 project shall enhance the integrated eligibility system by enriching client servicing needs, progression toward end-to-end case management, enabling information sharing across programs and agencies, and creating a foundation for the future shared services vision. The following enhancements are planned for ImpaCT 2.0:

- Enhanced Boarding Home module
- Enhanced Admin Hearing module
- Enhanced auto case association through the ConneCT application

- Provide support for EMS downsizing activities
- Enhanced benefit recovery functionality

CT Pathways – The CT Pathways application (Connecticut's SNAP Employment & Training Program) shall undergo a redesign using Salesforce platform to automate manual business processes. Phase 1 of the Salesforce application, which includes enrollment of applications, case management, and daily reports for SNAP E&T providers, has launched. Phase 2 will automate invoice submission and generate annual reports, and is planned to launch in SFY2022.

Centralized Reporting / Dashboard Solution - This project will stand up a data warehouse for all reporting, analytics and business Intelligence work for requests coming into DSS Metrics Unit. This effort completed Phase 1, standing up Tableau. Phase 2 will include migrating reports from ImpaCT and ConneCT to this repository.

Dashboard and Visualization Through Customer Portal - The DSS Centralized Dashboard and Reporting initiative aims to create dashboards and visualizations, which shall be made available through DSS customer portal.

Public Facing Dashboards – In partnership with the Business Intelligence + Analytics (BIA) and Business Divisions, DSS ITS will support development of enterprise-wide dashboards, including visualization for the Medicaid Transparency Board. This work will also require redesigning of the DSS webpage to support display of these dashboard and links to other DSS data (e.g., reports).

Mobile Application (Shared Services Portfolio) – The Department is working on the development of a mobile application platform to support DSS applications/services utilizing PWA.

Phase 1 includes the following functionalities

- **Web App Access.** Provide for account creation. Also, provide for login/logout as well as User ID and password recovery functionality. The association of Client ID with the new account will be facilitated here, as well.
- View Functionality:
    - **Account Summary Information.** Provide for viewing read-only case data including case number, client name, client ID, client address, and client phone number.
    - **Periodic Report Form notification.** Provide for viewing a notification that a Periodic Report Form needs completed.
    - **Upcoming Renewal notifications.** Provide for viewing notifications on services needing renewed.
    - **Benefits Summary information.** Provide for viewing the summary and details of existing benefits.

  - **Recently Received Documents.** View status of recently submitted documents with details including date received, type, and category.
  - **Recent Notices.** View notices sent to the client in the last 90 days.
  - **Create and View Proof of Benefits document.** Allows a client to generate and view (and print) a Proof of Benefits document.
- **Reporting of Changes.** Changes for address, email, phone number, employment, disability status, household members, pregnancy status, utility expenses, other Income, personal information, or authorized representative.
- **Requesting a Hearing.** Allow for a client to request a hearing for a case.
- **Upload Documents**
  - **required documents for submitted forms.** Provide for uploading documents for forms that were formerly submitted online without providing the required supporting documentation.
  - **Expand uploaded documents functionality.** Allow camera photo to be a source for file upload and expand uploaded documented types to include JPEG and other types as supported by browser and version. This requires the web service and source repository to accept new file types.

Phase 2 Includes the following functionalities

- **Completion of Periodic Report Form (PRF).** Provide updated information required by completing the PRF
- **Reporting of Changes.** Changes for address, email, phone number, employment, disability status, household members, pregnancy status, utility expenses, other Income, personal information, or authorized representative.
- **Renewal of Services.** Renewal of food assistance (SNAP), cash assistance, medical (HUSKY, Medicaid, Health Insurance), Medicare Savings Program (MSP), or Long Term Services and Support (LTSS).
- **Allow Community Partner Access.** Allow for a 3rd party user to submit documents on behalf of the client. Additional functionality needed and we need to provide more information.
- **Enrollment for Paperless Notices.** Request to receive notifications electronically instead of by traditional mail.

Client Relationship Management (CRM) system (Shared Services Portfolio) – The Department seeks to implement a centralized enterprise-wide CRM that will provide insight into customer and complaint trends based on the data received. This infrastructure can be leveraged for further utilization across HHS agencies for a multiple of client support and HHS system entry points.

Interactive Voice Response System Enhancements – The Department has additional enhancements planned for it's IVR system in SFY2022, to include upgrading soft clients to the One-X Agent platform, making improvements to the IVR workflow, and the research and selection of alternative virtual hold solutions.

Internet Explorer Sunsetting – Microsoft has announced plans to end support of Internet Explorer (IE) 11, and not develop any further releases of the browser. As a result, the Department is currently assessing the compatibility of its existing web applications with Microsoft Edge, IE's replacement, and testing Edge's IE compatibility mode as a temporary solution.

Shared Services Readiness - Automation (Shared Services Portfolio) – This project seeks to identify and increase automation to support business process/operations to provide much needed efficiencies. Currently two use cases are being used to a develop an RPA solution utilizing COVID funding. This would also enable the agency to create an RPA framework and knowledge base, that can also be scaled. This is currently being looked as a prototype and its adoption will lead to additional automation opportunities within DSS and across other agencies in the state. Additional use cases will fall under Shared Services Readiness –Automation.

Shared Services Readiness Architectural Recommendations (Shared Services Portfolio) – Implementation of architectural recommendations, provided as part of the architecture assessment completed in 2018, to ensure enterprise applications are Shared Service ready. Architecture improvements should capitalize on current State/Department investments, and enhancements should be made with a focus on minimizing maintenance effort long term.

Shared Services Readiness Open-Source Migration (Shared Services Portfolio) – The Department and Access Health CT (ahCT) are actively planning for an effort to reduce dependency on more costly proprietary services by moving to open-source products. Phase 1 is expected to last for nine (9) months and will significantly reduce ongoing maintenance and operations costs associated with the proprietary products.

Notice Engine Consolidation – This project aims to centralize noticing services that can be leveraged by all agencies to support cost savings in notice development, implementation, and mailing.

Benefits

- Clients receive consolidated notices for all programs reducing confusion, delays, and redundancy, which also helps reduces calls to call centers/benefit centers.
- Clients receive notices with consistent formatting/branding.
- Consolidation of the entire noticing process with one vendor provides the state with increased buying power, lower transactional costs associated with printing and mailing, prevent redundant payments, and provide greater visibility into the volume and content of notices being sent to clients of ahCT and DSS.

- Provide flexibility to business staff, allowing them to make edits and notices sent to clients in a timely manner, as opposed to waiting for IT support to schedule the edits as part of application deployments.

Medicaid Data Warehouse (MDW) - The Medicaid Data Warehouse (MDW) is the states repository tied to the interchange from the Medicaid Management Information System (iC-MMIS). With the T-MSIS implementation, the federal government has for priority to relieve the states from the burdens of reporting. Hence, the Data Quality (DQ) effort is paramount. CT is number one nationwide for DQ, recognized by the federal government.

Enterprise Master Person Index (EMPI) Cloud Migration – Through this project, the Department is reviewing proposals and the feasibility of migrating the Department's EMPI to the cloud. This project is currently in its initial stages.

Implementation of Public Act 21-35 – This newly enacted legislation outlines standards for the collection and reporting of race, ethnicity, and language. Compliance with this law will require updates to some data collection systems. Further, it will impact the manner by which race and ethnicity data is reported and represented in dashboards and datasets on the Open Data Portal.

Data Governance and Quality - As a means to support the CT METS project, Business Intelligence and Analytics (BIA) + ITS will work to enhance DSS' data governance infrastructure (e.g., policies, practices, standardization) and to support DSS data quality. Efforts over the next 22-24 months will including identification of data quality issues (especially with the collection of race, ethnicity, and language information), and the development of recommendations and strategies to increase overall data quality and integrity.

FY 2022 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware will be procured utilizing OE General Funds and IT Bond Funds depending on the project and phase of the project. Depending on the federal agency and project federal funds re-imbursements are allotted at varying percentages.
- Software will be procured utilizing OE General Funds and IT Bond Funds depending on the project and phase of the project. Depending on the federal agency and project federal funds re-imbursements are allotted at varying percentages.
- Services (consulting) will be procured utilizing OE General Funds and IT Bond Funds depending on the project and phase of the project
- Telecom and Data will be procured utilizing OE General Funds.

FY 2022 Technology Major Expenditures

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

- System modifications to support COVID.
- Shared Services – Multiple Projects
    - Client Relationship Management (CRM)
    - Mobile Applications – Phase 2
    - Shared Services Readiness - Automation.
    - Shared Services Readiness – Architectural Recommendations.
    - Shared Services Readiness – Open Source Migration.
    - Notice Engine
- ImpaCT 2.0
- CT METS (MMIS Replacement)
- Child Support System
- HIE /HIT Projects
- Mobile Application
- Client Relationship Management (CRM) system.

Department of Transportation

Mission

The mission of the Connecticut Department of Transportation is to provide a safe and efficient intermodal transportation network that improves the quality of life and promotes economic vitality for the State and the region.

Technology Strategy

- The DOT *Information Technology Strategic Plan (ITSP)* outlines deliberate steps to support with technology the Connecticut Department of Transportation business operations and improve the security of the information technology infrastructure. The ITSP plan will guide the efforts to provide scalable, efficient, and cost-effective technology solutions that enables continuous support to business operations, projects, LEAN initiatives, technical initiatives, and secure access to the Agency's data from any place at any time.
- The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at: http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Completed the development of the LOGO Signs and Attraction System. The Connecticut Department of Transportation's Division of Traffic Engineering has two signing programs which allow business identification and directional information signage on limited access highways throughout the state. The application allows companies to apply online for Highway signs for LOGO and Attractions.
- Completed the development of the Local Transportation Capital Improvement Program (LOTCIP) System – Data entry/Tracking phase. This phase included the tracking of information related to projects, administrative grants, and studies. The next phase will include project funds management (cash flow and forecasting) and ad-hoc report functionalities.
- Completed the development of the Contractor Rating Form System. The system allows both DOT and Consultants to create and view evaluations for Contractors. DOT personnel will be able to perform the following business processes: create, review, deny and approve contractor's evaluations.
- Completed the development of the e-Grant System – Grant Module. This system will streamline the Highway Safety Office (HSO) enforcement grant approval and reimbursement process. The testing phase for the Reimbursement Module is in process and is expected to be completed by September 2021.

- Completed business requirements, design phase and development phase of the Disadvantage Business Enterprise/Airport Concessions (DBE/ACDBE) System. Testing phase will start in August 2021. The implementation of the application is expected to be completed by December 2021.
- Solved and closed 14,192 helpdesk tickets related to the support of production infrastructure and applications.
- Completed the upgrade of the wireless infrastructure in DOT Headquarters to better support mobile connectivity for DOT state devices.
- Completed the migration of shared files for the following business units: Commissioner's Office, Legal Unit, Legislation Unit, Communication Unit, and the Office of State Traffic Administration. The shared files were migrated from on-prem storage to a developed DOT SharePoint site.
- Successfully deployed VoIP desk phones in DOT Headquarters.
- Configured and deployed 424 computer devices.

Digital Government

List of Online Services Available:

- SUPERLOAD Oversize/Overweight Online Permitting System.
- LOGO and Attraction Sign System.
- CT Travel Smart Traffic Cameras.

Planned Applications

- Local Transportation Capital Improvement Program (LOTCIP) System – Cash flow and Forecasting phase:
    - The Local Transportation Capital Improvement Program (LOTCIP) provides State funds to urbanized area municipal governments in lieu of Federal funds otherwise available through Federal transportation legislation. When complete, this system will provide an automated way to maintain project information and provide LOTCIP information to DOT Management as well as COGs and MPOs.
- Regulatory and Compliance Information System:
    - Develop an application for the Bureau of Public Transportation – Regulatory and Compliance Unit. The objective is to eliminate paper forms currently in use to apply for taxi and livery licenses and license renewals. Also, create new workflow to improve business processes. The new online fillable forms will be posted on the Agency's website and will be available to the transportation companies. When complete, this system will improve the submission and review process of applications for licenses and license renewals.
- Migration of on-premises databases and applications to the State Azure Cloud to support end user mobility and remote access.

- Computerized Traffic Signal System Statewide Upgrade.
    - Advanced traffic signal technology implementation involves central system software and wireless telecommunications connectivity from DOT central office to field devices such as advanced traffic signal controllers and intelligent vehicle detection. This advanced technology allows traffic engineers to view real time field data to improve traffic flow, respond faster to changing traffic conditions, cut costs to business and consumers by reducing vehicle delay, reduce travel time, emissions, and fuel consumption. The advanced traffic signal technology is a real time program approach that includes objective based measurement and reporting to stakeholders.
- Computerized Maintenance Management System (CMMS):
    - The CMMS solution will support identified business improvements such as the elimination of manual paperwork processes. Increase efficiency and accuracy processing FEMA documentation. The system will provide better data driven decision allowing more proactive maintenance scheduling and Capital Project Planning; extend the life of roadway assets by making improvements before break downs and improve project selection methods. This is a long-term implementation project which will include many different modules, hardware, and system extensions to remote garage locations.
- Oversight/Overweight – SuperLoad auto routing System:
    - Implementation and configuration of the SuperLoad automated routing module. DOT issues about 95,000 oversize/overweight vehicle permits each year. Vehicle routing is currently a manual process. DOT has road and bridge data electronically available in their road network and Inspectech systems which will be used for the automated routing process and issuance of permits.

FY 2022 Technology Budget

Proposed DOT IT Operation budget for FY22

DESCRIPTION	BUDGET
IT Consultant Services	165,000.00
IT Data Services	143,973.00
IT Hardware Maint & Support	90,000.00
IT Software Licenses/Rental	989,170.00
IT Software Maint & Support	295,000.00
Cellular Communication Services	105,000.00
Internet Services	5,000.00
Telephone Repair & Maintenance	13,000.00
Telephone Installation	1,000.00
Local/Long Distance Telecomm Services	420,929.00
Television/Cable Services	54,000.00
IT Supplies	10,000.00
General Office Supplies	1,000.00
Minor Equipment	15,000.00

FY 2022 Technology Major Expenditures

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

- Replacement of end of life network, server hardware and remote location phone systems.
- Replacement of end of life desktop computers.

Department of Veterans Affairs

Mission

The mission of the Department of Veterans Affairs (DVA) is "Serving Those Who Served." DVA serves Connecticut's Veterans by advocating for Veterans' interests and assisting them in obtaining entitlements and benefits through the Office of Advocacy and Assistance (OAA) around the State. In addition, DVA provides health, social and rehabilitative services through Skilled Nursing care at the Sgt. John L. Levitow Healthcare Center (HCC) and Residential Programs and Services at the DVA Campus in Rocky Hill. Finally, DVA honors Connecticut deceased Veterans and eligible dependents through the Cemetery and Memorial Services Program.

Technology Strategy

DVA's technology strategy is to partner with the DAS/Bureau of Enterprise Systems and Technology in order to effectuate the following: 1) Support DVA's mission effectively and efficiently; 2) Continue to maintain existing successful IT platforms; 3) Ensure capabilities are aligned with current IT standards and trends; and 4) Ensure security and compliance in all aspects of hardware, software, applications and users.

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

Technology Achievements

- Ensured IT requirements were meet for the Sgt John L. Levitow Healthcare Center Skilled Nursing Home licensing transition
- Development of a new web app for the DVA Security reporting
- Implemented required temperature monitoring for storage of COVID-19 vaccines stored onsite
- Held the first Virtual Stand Down to ensure pandemic restriction compliance
- WiFi upgrade and expansion to improve agency operations and Veteran internet access
- Early adoption of the Microsoft Teams environment to enable staff to maintain DVA operations through telework during the COVID-19 pandemic
- Decommissioned legacy server equipment as part of the migration of apps and services to the Groton Data Center
- Digitized the appointment management system
- Pharmacy data loggers for temperature monitoring of COVID-19 vaccinations vials
- Kronos time management system implemented
- Deployed 141 user devices to replace outdated equipment to ensure security and compliance
- Business Continuity off network communications refresh

Digital Government

List of Online Services Available:

- Electronic Donations
- Volunteer Applications
- Facility Use Requests
- Facility Work Order Requests
- Mobile App
    - Crisis Assistance by Phone, Text Message and Online Chat
    - Veterans Benefits and Services
    - Healthcare and Hospitals
- Housing
    - Business and Jobs
    - Supporting a Veteran
    - Flag Status
    - Connecting with DVA on Social Media

List of Online Services Requested by Constituents:

- Online Residential and Healthcare Center admissions applications

List of Online Services Planned to be made available:

- Full life cycle support in a CT Veteran Virtual Environment
- Hybrid Standdown with virtual options provided

Planned/Requested Applications that will save operating funds and improve client services

- Wartime Service Medal Application Conversion
- Veteran Designation on Driver's License/ ID card Application Conversion
- Veteran owned Micro-business Certification application Conversion
- Cloud based Electronics Medical Records (EMR) with integration to the Federal VA and State hospital systems
- Residential Communication Log – database
- High Speed Internet Fiber Optic Capability at the Middletown State Veterans Cemetery
- Upgrade Building Automated Energy Management System

FY 2022 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware – Upgrade network equipment and cabling where required.
    - End-of-life cycle replacement of devices at end user level
    - Increase WiFi coverage throughout the campus
- Software-Ongoing software support and maintenance renewals
- Services (Consulting)- Consulting services applicable to the electronic healthcare records management system programs
- Subscriptions - Renewal of current subscription-based services
- Telecom and Data – Study capacities and review applicable upgrade options

FY 2021 Technology Major Expenditures

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

- Expansion of the campus wide network infrastructure/WiFi

Division of Criminal Justice

Mission

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

Technology Strategy

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

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

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

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

Technology Achievements

- On-going digitization and deployment of Sharepoint for Capital Murder investigations and appeals.
- Deployment of a VPN solution to provide access for remote work for attorneys.
- Purchased and deployed a tablet for every attorney in the agency. This allows for remote work as well as access to eProsecutor from within the courtrooms.
- Deployed wireless access devices in court rooms across the state to provide access to the prosecutors to eProsecutor from within the court rooms.
- Worked with the Governance Steering Committee, Advisory Committee, and vendor Journal Technologies to complete the design and configuration of the Juvenile and Habeas Civil Litigation cases in the new eProsecutor Case Management system.
- Received ten years of Adult Criminal case data from the Judicial System and inserted the cases into DCJ's Case Management system.
- Mapped the data and developed the interface between DCJ's Case Management system and the CJIS CISS system for additional data exchanges. This includes the development of the Staging environments for the data exchanges between the systems.
- Implemented the Adult Criminal Case in the new Case Management System in every District in the state. This system is required to support the statewide Criminal Case Management needs of the Division of Criminal Justice (DCJ). The project includes a central repository of criminal case

data to be shared statewide by all DCJ Districts and Bureaus and integrate with the statewide Criminal Information Sharing System (CISS) that is being developed by CJIS. This implementation included training all staff on the use of the new system.

Digital Government

List of Online Services Available:

- The Division of Criminal Justice does not currently provide any online services.
- We do have a traffic stop complaint form that we make available on our web page. However, that form must be submitted with the police department that made the initial traffic stop.

List of Online Services Requested by Constituents:

- The Division of Criminal Justice has no current requests for online services from constituents.

List of Online Services Planned to be made available:

- The Division has contracted with Journal Technologies for an agency portal. This portal would provide case discovery to public defenders and defense attorneys statewide.

Planned Applications

- DCJ will be participating in the CJIS CISS system Model Office and pilot deployment in the Middletown District in the fall of this year. We will be participating the additional deployment of arrest information along with the Police, Judicial, and CJIS.
- Deployment of the Juvenile interface with Judicial. This will include the exchange of all pending Juvenile cases. We will also be deploying the Civil Litigation Habeas and Appellate cases in eProsecutor.
- DCJ will be performing necessary infrastructure upgrades to accommodate the additional influx of criminal case data from the police through CISS.
- Deployment of the Case Discovery Portal including digital evidence in the cloud.
- Configuration and deployment of case presentation laptops for every District across the state.

FY 2022 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware $ 892,260

- Software $1,872,472
- Services (consulting) $ 339,000
- Subscriptions $ 290,900
- Telecom and Data $ 231,450

FY 2022 Technology Major Expenditures

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

- Desktop Replacements $ 263,000
- Digital Evidence Solution $ 1,270,972
- Infrastructure Upgrade $ 485,000
- Lenovo Think Pads $ 114,000
- JTI EProsecutor Licenses $ 248,000
- Microsoft Unified Support $ 120,000
- Westlaw Access $ 126,000

Freedom of Information Commission

Mission

The Freedom of Information Commission's mission is to administer and enforce the provisions of the Connecticut Freedom of Information Act, and to thereby ensure citizen access to the records and meetings of public agencies in the State of Connecticut.

Technology Strategy

- This IT strategic plan incorporates our Mission, Vision and Values in determining our priorities for 2022. In order to best serve Connecticut, we will focus our improvement efforts on two areas: Integrate Worldox application into existing Lawbase system; and process, evaluate, clean and summarize the data in Lawbase for end users.
- The Freedom of Information Commission recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Provide setup and support to Staff for Teleworking.
- Provide setup and support for conducting Remote Contested Case Hearings and Meetings.
- Moved/Setup all IT equipment into new Building at 165 Capitol Ave.
- Surplus all IT related equipment before moving to 165 Capitol Ave.

EGovernment

List of Online Services Available:

- Agency website contains the schedule of contested case hearings, Commission meetings and educational workshops; it also contains links to the Freedom of Information Act and regulations, Commission and Court Decisions, Declaratory Rulings, meeting agendas and minutes, and Commission policies.

List of Online Services Requested by Constituents:

- None noted

List of Online Services Planned to be made available:

- None at this time

Planned Applications

- Integrate Worldox application into existing Lawbase system

FY'2022 Technology Budget

- Hardware - $2,500.00 Agency General Fund
- Software - $3,000.00 Agency General Fund
- Services $5,000.00 Agency General Fund
- Telecom and Data – none at this time

FY 2022 Technology Major Expenditures

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

- None Noted

Office of Early Childhood

Mission

To partner with families of young children to advance equitable early childhood policies, funding and programs; support early learning and development; and strengthen the critical role of all families, providers, educators, and communities throughout a child's life. We will assertively remove barriers and build upon the strengths of historically disenfranchised people and communities to ensure fair access to OEC resources.

Technology Strategy

In FY21, the agency made significant progress improving current data systems to increase the agency's ability to use data to inform and improve policy and administration of the agency's programs. This work is rooted in common shared data models and a master data index across all divisions creating a single point of agreement among all agency data. In addition, the OEC continues to build IT and data service connections between state agencies to support real time data inquiries.

The agency continues to build the capacity and develop a strong internal team. IT Operations ensures that all OEC staff have secure and functioning computer and communications technology, along with the knowledge and support to make each individual OEC staff member effective in their work safeguarding and supporting. The Development Team develops applications that securely collect, process and give access to child and program data across OEC's divisions and to the public. The Information Technology Division works to remove barriers for internal staff and ensure an efficient, user-friendly experience for our parent and provider communities. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

The Office of Early Childhood's main technology achievements in FY21:

- Consumer friendly website launch: enhanced search functionality of 211 Childcare enables families to see basic program information *and* inspection history (November 2020)
- ECE Reporter Launch (January 2021)
- BCIS continued development and enhancements including data migration and deployment of version 2.0 (ongoing with launch September 2021)
- Continued enhancements to DSS Impact Child Care Eligibility work (ongoing)
- Mobile licensing development and preparations for rollout (ongoing with launch in September 2021)

- Continued Covid-19 response: Rapid development in partnership with United Way of CT Cares site to support Covid-19 relief programs administered by the OEC, including Kickstart and Supply Subsidy grants and Child Care Stabilization Funding (supported by American Rescue Plan Funds).
- Care 4 Kids Parent Portal: As part of the Citizen One-Stop initiative, the Care 4 Kids Parent Portal is a major modernization project that digitizes the child care subsidy eligibility application process. (goes live August/September 2021)

Digital Government

List of Online Services Available:

- Kickstart and Supply Starter grant program (August 2020)
- Child Care Stabilization Funding Program (June 2021-September 2021)
- Improved Early Care and Education data system: ECE Reporter (launched January 2021)

List of Online Services Requested by Constituents:

- Digital applications: Development in final stages for the Care 4 Kids Parent Portal. Digitizing existing paper-based application (scheduled to launch August/September 2021)
- Consumer friendly website enhancements (launched November 2021)

List of Online Services Planned to be made available:

- Licensing inspections to be mobile process effective August/September 2021
- Digital application available for Care 4 Kids program September 2021
- Background Checks Information System 2.0 launching fall 2021

Planned Applications

RAIN: RAIN is the redevelopment of our existing Birth to Three technology system, SPIDER. This system has been in active development but delayed due to support for the legacy application through the pandemic. SPIDER was original designed as an Access database and has been upgraded over many years. RAIN represents a modernized and redeveloped product and is 65% complete. In FY22, the data migration is planned before a full system rollout.

BCIS 2.0: In 2019, we introduced the Background Check information System to identify and engage with providers who were out of compliance with new federal requirements. The next iteration of this tool brings together the components of a comprehensive background check for users to track their progress towards a complete check.

Sparkler API: In FY 2022, the team is focused on integrating Ages and Stages Screening data collected using a mobile app (Sparkler) with our existing Early Childhood Information System—Home Visiting (ECIS-HV). ECIS-HV has been under development for routine maintenance in the current year. However,

in the coming year, this integration will improve provider experiences and expand access to important data for home visitors. This integration positions the agency to build additional APIs with other mobile applications.

Data integration/visualization: In service of the agency's mission to aggressively remove barriers for children, agency technology and research staff will be engaged in implementation of Tableau, data visualization software.

QRIS System Development: The pandemic delayed progress on this application development and data integration to support work. In FY22, we resume this work in earnest. We will spend time developing and modeling data collection to establish a Quality Rating and Improvement System (QRIS) for our Early Care and Education Division.

FY 2022 Technology Budget

Technology spending:

Hardware

- Licensing Division: Approximately $38,700 to be spent on equipment in FY22 for establishment of mobile licensing: tablet devices plus accessories (45)
- Teleworking & remote office hardware (headsets, keyboards, mice): $4,500
- GEER funding (Sparkler major expansion and Tech purchase for programs)

Software

Software	Notes	Amount
Microsoft 365 licenses	The agency maintains approximately 120 E3 licenses ($135/each)	$21,600
Impact	Maintenance	
Adobe	25 licenses	$9,895
Nitro Pro	25 licenses	$8,610
Qualtrics	5 licenses	$11,900
Canvas	Establishment of Learning Management System for the agency	$49,076
LogMeIn	Maintain diverse comms tools	$5,664
Infragistics Ultimate	Developer use	$6,055
Justinmind	Developer use	$6,653
Redgate	Developer use	$2,021

Not included above: Visual Studio, Camtasia, Articulate and Vengage (renewals in process)

Services (consulting)

- Development consultants: $383,000
- United Way: $10,985,150. This contract includes technology services and support among other work and support provided by the vendor.
- Deloitte (Impact Enhancements): $1.5M (anticipated costs for Parent Portal support not reflected here)
- Skylight Digital: FY21 Statement of Work and budget under development

Telecom and Data:

- Phone system: $3,500

FY 2022 Technology Major Expenditures

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

- Deloitte (Impact Enhancements and Care 4 Kids Parent Portal)
- Skylight (ECE Reporter)
- Development consultants (Covendis)

Office of Health Strategy

Mission

The mission of Connecticut's Office of Health Strategy (OHS) is to implement comprehensive, data driven strategies that promote equal access to high quality health care, control costs, and ensure better health for the people of Connecticut.

Technology Strategy

- OHS brings together critical data sets, health information technology, and health information exchange efforts and allows for collaboration with many stakeholders, including state agency partners. OHS includes three teams working together: Health Data & Analysis, Health Innovation, and Health Systems Planning. *The Health Data & Analysis Unit* includes the following: Health Information Exchange (HIE); All-Payer Claims Database (APCD), electronic health information standards and the consumer health information website, HealthscoreCT.com. *The Health Systems Planning Unit* includes the following:
    - Hospital
    - Inpatient Discharge Database; Outpatient Surgery Database; Hospital Reporting System Database; Certificate of Need Database; Healthcare Facilities, Equipment, and Services Inventory.
- The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm
- OHS is the sponsoring state agency to build and develop a statewide Health Information Exchange, established pursuant to Conn. Gen. Statute § 17b-59d. In accordance with feedback from stakeholders, OHS developed a proposal for establishing a "neutral and trusted" nonprofit, nongovernmental entity to deliver necessary health data exchange services for the state. On July 17, 2019, Health Information Alliance, Inc. (HIA, Inc.) was incorporated for this purpose. OHS developed the legal trust framework that enables participating organizations to establish a HIPAA Business Associate relationship with the HIE Entity, Connie, that will enable rapid and modular deployment of use cases for sharing data. In April OHS released the HIE consumer consent policy recommendation for a 30-day public comment period and on May 3, 2021, Connie commenced operations. OHS will continue to incubate necessary activities including onboarding procedures, and technical assistance programs.

Technology Achievements

- OHS rapidly adopted new mobile computing technologies, enabling 100% of staff to work remotely, in accordance with social distancing guidelines put into effect due to the COVID19 pandemic.
- OHS and The Office of Policy and Management (OPM) established the entity to host the statewide Health Information Exchange (HIE).
- During SFY20, the APCD Data Privacy Committee completed an assessment and provided guiding principles to OHS on APCD data release and uses. The guiding principles informed OHS's administrative review and revision of the APCD Policies and Procedures (P&Ps). OHS will submit updated APCD P&Ps as proposed regulations and guidance for APCD data uses and releases. During SFY21, the APCD Data Release Committee received and approved seven data release applications, and 5 application inquiries.
- Additionally, OHS performed or contracted with others to perform data analysis to fulfill OHS's statutory requirements, including: 1) using APCD prescription drug cost and utilization data pursuant to Conn. Gen. Stat. § 19a-754b, An Act Concerning Prescription Drug Costs, 2) in support of Governor's Executive Order No. 5 to create healthcare cost growth and quality benchmarks and primary care spend targets, 3) for Certificate of Need program decision making, 4) As part of the Centers for Medicare and Medicaid Services' Rand 3.0 study for hospital price transparency, 5) Milliman/MedInsights to identify and quantify the cost of low value healthcare services, 6) As a member of the New England States Consortium Systems Organizations (NESCSO) to establish baseline primary care spending as a percent of total health care spending and in comparison to member states, 7) To identify COVID at risk areas and support reopening planning, and 8) To support grant applications.
- OHS released APCD data extracts and aggregations to support other CT state agencies' projects/initiatives including to the: 1) Office of the Comptroller to explore health care options for small groups and the development and administration of a Centers of Excellence m for state employee health plan, 2) the Office of Policy Management to study the impact of COVID, 3) The Attorney General's Office to assess the impact and cost of opioid treatment to the state.
- OHS, in collaboration with UConn AIMS, developed a consumer facing, interactive cost estimator tool based on APCD data, consistent with our statutory obligation under Conn. Gen. Stat. § 19a-755b. The Cost Estimator, available at healthscoreCT.com, provides CT residents with an important consumer tool that analyzes data on common inpatient and outpatient services and procedures and provides consumers with useful information about the typical costs of specific medical services and procedures throughout the state.

- OHS collaborated with the Office of the State Comptroller and UConn AIMS to update and create an online state self-sufficiency standard calculator and expand its use by developing a healthcare affordability index for use by advocates and policymakers who wish to evaluate the costs and impacts of healthcare reforms and proposals.

Digital Government

List of Online Services Available:

- OHS provides a content-rich web portal for the residents of Connecticut, with information on strategies and services provided and mechanisms to engage the public. Information is provided on the following:
    - Healthcare Innovation ○ Health Information Technology ○ Healthcare Cabinet ○ Consumer Engagement ○ Health Systems Planning ○ Reports and Data
    - Prescription Drug Reporting System
    - Cost Growth and Quality Benchmarks and Primary Care Target ○ Healthcare Affordability Index and Self-Sufficiency Standard ○ News and Press Releases ○ Open Solicitations / RFPs
    - Healthcare Facility, Services and Equipment Inventory

- OHS uses a variety of social media platforms to connect with consumers, other agencies, and the public. These include Twitter, Instagram, and LinkedIn.
- Hospital Reporting System (HRS) web portal – an application developed to assist hospitals in the statutory annual reporting of their financial operating results for the previous fiscal year in an efficient and effective manner. Hospitals file both their annual reporting filing and their twelve-month actual filing data with the portal.
- Certificate of Need (CON) web portal – an application that accepts and tracks all CON related materials (Applications, Determinations and Modifications) which replaces the paper submission and allows information and updates to appear in real time for the public. The CON Portal is a web-based application that accepts, tracks, and collects CON application fees using Master Card or VISA credit cards, if applicable, replacing paper submissions.
- Notification and Filings web portal – used to collect and track monthly and statutory annual filings related to financial and utilization data submissions from acute care and specialty hospitals and health systems.
- Facility and Equipment Inventory Information web portal – used to collect and track information with respect to the Conn. Gen. Stat. § 19a-634. The statute mandates OHS/HSP to maintain an

inventory of healthcare facilities and services, MRI, CT, and PET/CT imaging equipment and utilization information from select Connecticut healthcare providers and all imaging providers.

- Freedom of Information and data request web portal - used to collect and track requests submitted by the public for information related to OHS, and to provide transparency concerning OHS responses.
- Secure file transfer – for receiving individually identifiable patient discharge and encounter data submissions from acute care hospitals and outpatient surgery providers that OHS collects pursuant to Conn. Gen. Stat. § 19a-654.
- Consistent with its statutory mandate under Conn. Gen Stat. § 19a-754(b). OHS developed a user-friendly prescription drug reporting web portal that enables sponsors and manufacturers to report certain information on new, pipeline and existing outpatient drug information to improve pricing transparency.
- Self-sufficiency standard and healthcare affordability index were developed to enable advocates and policymakers to estimate the financial impacts of various proposals and healthcare reforms on CT households.
- Community Health Worker Training Vendor Application Portal was developed to allow for the online Community Health Worker Advisory Body Training Vendor Applications. Part of the work of the Community Health Worker Advisory Body was to develop a core standard curriculum which was completed in 2020. The Community Health Worker Training Vendors must apply and have their curriculum reviewed by the Review Committee of the Community Health Worker Advisory Body to become an approved training vendor.
- Electronic exchange of healthcare data will be made available to healthcare organizations and state agencies through the statewide HIE services that will launch during SFY21. Assessment of the state's HIE needs determined that the HIE will utilize a network-of-networks configuration, allowing both individual EHRs and already existing interoperability initiatives to connect and share data. Services include necessary core technology, various foundational services (e.g., identity management), and enhanced data exchange technology to meet the objectives of prioritized use cases identified by stakeholders. An initial set of use cases will include the exchange of electronic clinical care summary documents, immunization transactions, and electronic care quality measures (ECQM'S).
- Connecticut Healthcare Affordability Index (CHAI), a new measure that examines the impact of a family's healthcare costs, including premiums and out of pocket expenses, on their ability to afford all basic needs, such as housing transportation, childcare, and groceries. CHAI calculates healthcare costs and affordability for 19 household types in CT.

List of Online Services Requested by Constituents:

- The constituents of OHS include consumers, advocates, providers, payers, the business community, statutorily regulated entities, and other stakeholders who are served transparently by the entire efforts of the agency as outlined in this document.

List of Online Services Planned to be made available:

- OHS and the DAS Digital Services team launched HealthscoreCT (https://portal.ct.gov/healthscorect), a website designed to provide CT residents with information about the quality, costs, and affordability of healthcare services and coverage using APCD.
- The OHS Quality Council is currently determining the measures and metrics for the Quality Benchmarks required under Gov. Lamont's Executive Order No. 5. These benchmarks become effective in January 2022 and collected data will be reported out to the public under the updated HealthscoreCT website.
- A redesigned consumer cost estimator using APCD will be developed during SFY22 to enable CT residents to comparison shop for some of the most common inpatient and outpatient healthcare services and procedures at healthscoreCT.com
- OHS, the Department of Social Services (DSS), and the Department of Consumer Protection (DCP), and DCP are collaborating to increase the use of the Prescription Drug Monitoring Program (PDMP) in conjunction with the availability and requirements of the SUPPORT Act of 2018 (SUPPORT for Patient and Communities Act, Public Law No: 115271). During SFY21, the state will submit a funding proposal under this Act to increase inter- and intra-state connectivity to the PDMP, and increased availability of PDMP data to the Medicaid program.
- Agency website will be overhauled with the help of the DAS Digital Team. The effort began with Phase I which involved developing a new HealthscoreCT website and overseen by OHS. In Phase II, the DAS Digital Team will aid OHS to redesign the overall website to change its visual appearance to enhance user experience.

Planned Applications

- Develop the 5-year State Health IT Plan - Pursuant to Conn. Gen. Stat. § 17b-59a, OHS must develop a Statewide Health IT Plan that establishes electronic standards for security, privacy, data content, structures and format, limits use of social security numbers, establishes HIPAA requirements as a baseline, requires audit trails for uses of personally identifiable information, aligns to national standards, permits health information interoperability and is compatible with electronic health systems. During SFY21 OHS will work with relevant agencies and DAS/BEST to establish a set of standards that meets the objectives of the statute and can be the basis for the

subsequent gap analysis, action plans and policy development necessary to bring agencies into conformance with the standards.

- Engage a data analytics vendor to develop enhanced APCD data analytics and visualization capabilities to support OHS data use strategy, implementation of Executive Order No. 5, providing access to de-identified claims and patient data for public use and to support OHS mission to improve access to quality health care and contain costs.
- Web-based electronic payment system to receive application fees for programs such as CON, APCD and patient data extract releases.
- Web portal for CON compliance activities to be developed.
- Web portal for receiving confidential patient data and populating databases

SFY 2022 Technology Budget

OHS Plan for technology spend from all sources:

- Hardware – $15,000
- Hardware Maintenance - $2,312
- Software and subscriptions - $12,150
- Technology Training - $9,792
- Technology Services (consulting) - OHS programming consultant, will continue to be used at least through 12/31/2021
- Data Analytics Solution - $2.5M / 5-year project
- Outsourcing – OnPoint Health (APCD) – $750,119

FY 2022 Technology Major Expenditures

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

SFY22 expenditures specific to OHS

- • OnPoint - Contractual Services: OnPoint –$750,119

Office of Higher Education

Mission

The Office of Higher Education (OHE) seeks to advance the promise of postsecondary education for all state residents, and to advocate on behalf of students, taxpayers, and the postsecondary schools and colleges that fall under its purview. The Office carries out its mission by assuring that students have access to postsecondary institutions which meet the highest standards of academic quality, by administering the state's student financial aid programs, and by serving as an information and consumer protection resource.

Technology Strategy

In the past, OHE invested in on-premise, internal custom-developed Microsoft Access Databases to support its various programs. Since this requires multiple programming staff personnel just to support/maintain this approach, OHE has created a new technology strategy. The Agency plans to take advantage of cloud vendors to host applications as Software-as-a-Service (SaaS) along with any Commercially-Off-The Shelf (COIT) software. Any custom software solutions will be used as a last resort solution when possible. As such, OHE will only invest in cloud software solutions that meet these criteria (above and beyond standard office automation tools).

In addition, the agency recognizes the Software Management Policy that describes the use and disposal of software assets found at: http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

Technology Achievements

Over the past year, due to the onset of the Covid-19 pandemic, steps were taken to allow employees to telework using agency-issued devices. Approximately 75% of our staff were given the ability to remotely connect to their work computers using BEST's RDP system. TeamViewer licenses were also purchased for the remaining 25% of staff. Currently, 100% of staff have the capability of working from home and have full access to all network drives and files. The only task they are not able to do from home is printing, to avoid violating state policies regarding such.

OHE is currently using outdated Microsoft Access software for many of its programs. Since OHE has no internal programmer support, the Agency has engaged an outside consultant to help support, maintain and stabilize the various program applications.

These applications are in the process of being migrated off of the OHE's network domain and onto the state's executive branch network domain for increased reliability, supportability and improved access. However, there are very few (if any) functional enhancements being made to the various MS-Access programs/databases.

OHE went through an extensive software selection process to evaluate and select a new SaaS solution for the Financial Aid Processing Application software. This included the following programs:

- Roberta B. Willis Scholarship Program (Need-Based and Need-Merit)
- Minority Teacher Incentive Program
- Gaining Early Awareness and Readiness for Undergraduate Programs (GEAR UP)
- John R. Justice Prosecutors and Defenders Incentive Act

A formal request was made to the Bond Commission's IT Capital Investment Program for initial payment of this SaaS solution.

OHE's Academic Affairs Division performed another extensive software selection process to evaluate and select a new SaaS solution for Application and Monitoring of its programs. This included the following programs:

- Private Occupational School Authorization (P.O.S.A.)
- Licensure and Accreditation (L&A)
- State Approving Agency for Veteran's Benefits (S.A.A.)
- John R. Justice Prosecutors and Defenders Incentive Act

Academic Affairs purchased this online software solution through the State of Connecticut's Cloud Solutions Contract (18PSX0210. The SHI International vendor using the Veoci platform was selected for implementation.

Digital Government

Presently, the list of Online Services Available via the OHE website includes:

- Academic Program Search
- Links to accredited Colleges and Universities
- Links to approved private occupational, hospital based and barber/hairdresser schools
- Out-of-State online registration

With the implementation of the Academic Affairs SaaS solution, a list of Online Services Planned to be made available include the following:

- Allow the OHE to communicate efficiently with education institutions and postsecondary schools
- Allow these organizations to submit and upload their own data and documents
- Ability to download program and institution/school applications
- Provide a dashboarding capabilities for external users of the AMSS system

List of Online Services Requested by Constituents:

- All forms and applications that need to be completed should be online
- Access to constituent related information available online
- Upload/download documents for various programs List of Online Services Planned to be made available:
- Ability to apply online for selected programs
- The ability for students and institutions to access a system through a portal interface to complete key processes, such as certifying student enrollment, checking eligibility and updating school of attendance
- Upload/download documents for various programs
- Online payments

Planned Applications

OHE is in the process of replacing most, if not all MS-Access applications over the next couple of years. For FY 2022, OHE is in the process of implementing a new software solutions for the Academic Affairs Division programs including:

- Private Occupational School Approval
- Licensure & Accreditation
- Out-of-State Registration
- State Authorization Reciprocity Agreement
- Veterans Program Approval and Benefits Application Software

Assuming that OHE is able to secure bond funding for their capital IT project for FY 2022, OHE will implement a new software solution for the Financial Aid Processing Application for the following programs:

- Roberta B. Willis Scholarship Program (Need-Based and Need-Merit)
- Minority Teacher Incentive Program
- Gaining Early Awareness and Readiness for Undergraduate Programs (GEAR UP)
- John R. Justice Prosecutors and Defenders Incentive Act

FY 2022 Technology Budget

Outlined below is an estimated plan for technology spend within OHE:

- Hardware $75,000
- Software $295,000

- Services (consulting) $100,000
- Subscriptions $12,000
- Telecom and Data $18,000

FY 2022 Technology Major Expenditures

Outlined below are the OHE's planned technology expenditures in excess of $100K:

Financial Aid Processing Application Software:

- Cost Estimate: $900,000 for consultant services, data conversion and one year of software maintenance and support which includes software development, data conversion, Software as a Service (Cloud hosted), training, ongoing support

The Academic Affairs System:

- Cost Estimate: $295,000 consultant services, data conversion and one year of software maintenance and support which includes software development, data conversion, Software as a Service (Cloud hosted), training, ongoing support.

Other OHE Programs:

- Cost Estimate: $150,000 to $250,000 consultant services, data conversion and one year of software maintenance and support which includes software development, data conversion, Software as a Service (Cloud hosted), training, ongoing support.

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

- Provide OPM staff with the hardware and software needed to accomplish OPM's mission.
- Assist divisions with implementation of new legislative requirements around the collection of data.
- Continue to support Lean initiatives that have an IT component that is integral to the success of the project and the mission of the agency.
- Utilize the new cloud-based environments, including Microsoft Azure, for external facing web applications used by the municipalities and other agencies.
- Provide infrastructure to facilitate the execution of our business continuity plan.

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

Technology Achievements

- Replaced all existing network hardware to increase reliability and functionality.
- Converted all agency desktops to laptops with docking stations for business flexibility and a better teleworking capability.
- Worked closely with BEST to ensure our laptops and desktops are up to date with the latest windows updates using SCCM and malware definitions using ePO.
- Migrated OPM servers from non-supported operating systems to supported operating systems.
- Upgraded OPM's failover cluster.
- Created a new Fiscal Health Monitoring System (FHMS) for municipalities to replace the Uniform Chart of Accounts (UCOA) reporting system. FHMS is an online portal that provides an electronic platform for municipalities to file their fiscal information including budgetary and audited financial statement data.

- Converted the Automated Budget System (ABS) to a web-enabled application. The ABS is utilized by the OPM Budget Division and state agencies for developing and managing the Governor's budget.
- Created a portal that allows Managed Residential Communities and Assisted Living facilities to request reimbursement for COVID-19 testing.

Digital Government

- Renters Rebate – Provides a partial rebate of rent and utility expenses to lower income elderly and totally disabled renters.
- Sales Ratio – Used to collect annual real estate sales data, by town, in order to calculate the Equalized Net Grand List.
- M13 (Grand List of Taxable Property) – Used by municipalities to collect Grand List assessment data in order to calculate the Equalized Net Grand List.
- Veteran's Additional Exemption Tax Relief Program – Used by municipalities to collect property tax exemptions for eligible veterans and apply for a reimbursement of lost property tax revenue based on program guidelines.
- Grants Management System – The Criminal Justice Policy and Planning Division uses an off-the-shelf electronic Grants Management System, referred to as Grantium, customized to meet OPM's business needs, to automate the grant administration process of federal grants to sub-recipients from collecting grant applications to disbursing grant funds as well as meeting federal reporting requirements.
- Notice of Intent (NOI) – A web-based application State agencies use to gain permission from OPM to allow the agency to apply for a federal grant. Once approved, the agency can then submit the grant application to the issuing federal agency.
- Open Data Portal – Participate in the State's effort to make raw government data open to the public to increase transparency and provide useful information.
- Fiscal Health Monitoring System (FHMS) -- An online portal, replacing the Uniform Chart of Accounts (UCOA) reporting system, that provides an electronic platform for municipalities to file their fiscal information including budgetary and audited financial statement data. The FHMS is being rolled out in phases. The first phase included the Appointment of Auditors, and the Submission of the Adopted Budget and Summary Data.
- Business Intelligence - State Analytical Reporting System (BI-STARS) - The system provides the State with advanced analytical and reporting capabilities for human resources/financial management and will enhance decision making. The goal is for STARS to become the statewide data repository for human resources and financial data.

- Eregs – An online internal tracking system utilized by the OPM legal staff to effectively monitor and facilitate the review and approval process of regulations submitted by agencies. The creation of this system has allowed OPM to streamline workflow and more efficiently communicate fiscal or policy concerns across agency divisions to either alert agencies of needed changes or signal approval to the Governor's Office.
- Witness Tracking – An online web application that allows courthouses to track and share the usage of jailhouse informants
- Municipal Coronavirus Relief Fund (CRF)- An online portal which allows municipalities to request reimbursement for eligible COVID-19 related expenses.
- M-1 – An online web application that allows municipalities to report tax and mill rate information.
- ITSOR Email Analyzer – A collaboration project that allows BEST security to quickly analyze emails for actionable intelligence that can be used for blocking Ips and reporting threats to CTIC for threat actor tracking.

List of Online Services Requested by Constituents:

- None

List of Online Services Planned to be made available:

- None

Planned Applications/Other initiatives

- Research options to develop a case management/grievance tracking system for the Office of Labor Relations.
- Develop state bond commission application to track the lifecycle of bond authorization requests.
- Develop new internal eRegs system for the tracking and approval of state regulations.
- Research grant management system options for the award and tracking of OPM grants, including but not limited to the one currently used by Health and Human Services agencies.
- Plan for FY 23 new server rollout and additional network equipment.
- Monitor the implementation of the statewide IT optimization initiative for impact on OPM operations.
- Continue development and implementation of the new Fiscal Health Monitoring System for municipalities to enter data for financial indicators, pension, other post-employment benefits, and chart of accounts.

- Work with DAS to implement new infrastructure to support the initiative to replace existing lights in the 410 – 474 Capitol Avenue Complex with new efficient LED lighting, which lights are controlled by a networked system and linked to a server at the Groton Data Center.

FY 2022 Technology Budget

- Hardware
- Software o GoToMyPC - $4,240 o Visual Studio - $2,398 o Adobe - $18,232 o Tableau - $1,680 o ESRI $3,314 o Contingency - $5,000
- Services (consulting) – ○ Hosting Provider for Municipal grants portal - $24,990. ○ Azure hosting for Uniform Chart of Accounts – approximately $ 4,140
- Online Information Services – ○ GovInvest – A pension modeling tool for budget analysis: $19,431.00 ○ West Law – A subscription for researching laws and statutes: $4,767.38 ○ HIS Economic Forecasting –Revenue projections: $33,979.00 ○ Socrata – Open data portal $240,000 o Federal Funds Info for States: $7,125

FY 2022 Technology Major Expenditures

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

- $322,000 for a grants management system
- $123,400 for OLR case management solution

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.

Technology Strategy

- The OSE strategic plan incorporates our Mission, Vision and Values in determining our priorities for 2022. In order to best serve Connecticut, we will focus our improvement efforts on four areas: Data, Technology, Analysis and Board Operations.
- The Office of State Ethics recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Provide support to Staff for Teleworking.
- Surplus all IT related equipment before agency relocation to 165 Capitol Avenue.
- Moved/Setup all IT equipment into new offices at 165 Capitol Avenue Building.
- Provided responsive support to SFI and Lobbyist Filers.
- Created multiple SFI & Lobbyist Releases due to changes in application/data.

EGovernment

List of Online Services Available:

- Lobbyist Filing and Reports
- Statements of Financial Interests Filing
- Necessary Expense Filing
- Gift to the State Filing
- Agency website contains Advisory Opinions and Declaratory Rulings; Enforcement Actions and UAPA Notices; Meeting/Agendas and Minutes; Citizen's Ethics Advisory Board policies; Statutes and Regulations; Complaint Forms, Restricted Donor Forms and Conflict of Interest Forms

List of Online Services Requested by Constituents:

- Statements of Financial Interests Reports
- Necessary Expense Reports
- Gifts to the State Reports
- Document Management System with website for increased public access to agency documents

List of Online Services Planned to be made available:

- None at this time

Planned Applications

- Optimize operational performance of the Case Management System.
- Create SFI Release due to changes in application/data.
- Create a lobbyist Release due to changes in application/data.

FY 2022 Technology Budget

- Hardware - $13,000.00 Agency General Fund
- Software - $3,500.00 Agency General Fund
- Services $54,243.36 Approved Capital Investment Funds
- Telecom and Data – 1,000.00 Agency General Fund

FY 2022 Technology Major Expenditures

- $54,243.36 Approved Capital Investment

Office of the Attorney General

Mission

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

Technology Strategy

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

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

Technology Achievements

- Built an **RDS** infrastructure to enable remote workers who were not equipped with State devices. Researching, planning, implementing, and testing the infrastructure.
- Continue to improve remote work access by providing two different methods of access, AG RDS and VPN with split tunneling and VPN RADIUS/Azure MFA authentication.
- Upgrade Windows Server OS 2012 R2 to Windows Server 2016, 2019
- Install Avaya softphone One-X communicator on all laptop devices.
- Configured remote telephony (software phones and extension to cellular) for key remote workers.
- Deploy software center on all devices to deploy software and updates over the internet.
- Network refresh OAG location at Sherman Street in Hartford.
- Add additional video conferencing ability in all conference rooms.
- Upgrades to LawBase, CMS.

- Improved workflow for intake of Child Protection cases from judicial within our Case Management System.
- Updates and improvements to LawBase (CMS). Made changes to implement changes due to the upgrade of iManage.
- Update and deploy new docking stations and monitors at OAG's satellite locations.

Plans:

- Upgrades to iManage 10.1 clients after we upgrade to Office 365
- Modify executive office AV system.

Digital Government

List of Online Services Available:

- On-Line Complaint form – additional modules were implemented to capture robocalls complaints.
- Elder hotline - a new resource to help older adults in Connecticut seek information, assistance, and justice.
- Access to the Attorney General's Formal Opinions.
- Links to social media on the AG home page to better provide better information to the public.
- Helpful Quick Tips for consumer issues in 6 languages
- Links and information helpful to seniors, children, charities, and consumers

List of Online Services Planned to be made available:

- Updates and changes to the Attorney General website
- Online data breach submission form
- New online complaint system.

Planned Applications

- Migrate matter management system to a cloud-based service.
- Electronic signature solution, Adobe digital signature.
- Migrate document management system to a cloud-based service.
- Install a wireless infrastructure at remote AG offices and Connecticut courthouses.
- Replace online constituent complaint system.

FY 2022 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware - $20,000
- Software and maintenance - $153,000
- Services – 20,000
- Subscriptions – 10,000
- Telecom and Data - $9,000
- Systems modifications $650,000

If you will be seeking pre-approvals of specific planned IT purchases in accordance with the IT Procurement LEAN process improvement activities, please submit a separate detailed list of planned agency purchases.

FY 2022 Technology Major Expenditures

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

Migrate matter management system to a cloud-based service. $200,000

Matter management is the lifeblood of the Agency, tracking our case activity, scheduling, collections, etc. The Agency's workforce is more mobile than ever before. We plan to move this from on-premises to a new cloud-based service. Allowing our employees to access the system from anywhere will increase employee productivity and facilitate collaboration with constituents and outside partners. It will reduce the need for on-prem server hardware by offloading processing to the cloud and allow our IT staff more time to focus on the business' core competencies by shifting the responsibility of security updates and mundane maintenance tasks to the hosting provider. Shifting to a subscription model will replace the periodic large capital expenditures associated with hardware purchases with a lower, predictable operations expense.

Migrate document management system to a cloud-based service. $300,000

Documents are the Agency's primary work product. Our workforce is more mobile than ever before. We plan to move this from on-prem to a new cloud-based service. Allowing our employees to access the system from anywhere will increase employee productivity and facilitate collaboration with constituents and outside partners. It will reduce the need for on-prem server hardware by offloading processing to the cloud and allow our IT staff more time to focus on the business' core competencies by shifting the responsibility of security updates and mundane maintenance tasks to the hosting provider. Shifting to a subscription model will replace the periodic large capital expenditures associated with hardware purchases with a lower, predictable operations expense.

Replace online constituent complaint system. $150,000

Rebuild and design a new online constituent complaint system and add additional and improved modules. Replace the current system and develop new and improved data handling system.

Design and implementation of complaint management system is to maintain an effective, timely, and equitable complaint handling system which is easily accessible and offered to complainants (Constituents). A system for handling and resolving complaints and to appeal for an un-favored situation and for this process to take place there must be an automation of the system that will be handle the complaints process and appeal method of registration.

Automation can be defined as the aspects involved in using a computer system for the tasks or process such as circulation, implementation etc. It is possible for the design and implementation of an online complaint management system to yield substantial benefits for the users/constituents.

This improvements work is undertaken to uncover the various problems with conventional complaint management system. These include:

- Incomprehensive complaints history for the constituents.
- Inconsistency in customer interaction.
- Lack of prompt updating as to when a complaint issues has been resolved.
- Lack of integration with DAS/BEST's enterprise IDaaS system

Office of the Chief Medical Examiner

Mission

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

Technology Strategy

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

Technology Achievements

- Refresh up to 10 personal computers that are off of manufacturer support.
- Ongoing modifications to the Quincy Technology case manager database system that includes Electronic Death Registry System [DPH-project] statewide effort which has reached the EDRS Pilot Program City of New London trial starting July 1, 2020 and continues to roll out to other counties.
- Ongoing modifications to the Quincy Technology case manager database system that includes COVID-19 reporting.

Digital Government

List of Online Services Available:

- Agency website with down-loadable forms and electronic contact information.

List of Online Services Requested by Constituents:

- As part of the DPH lead Electronic Death Registry System project, on-line payment for cremation certificates entered a pilot phase starting July, 2020 for New London County.

List of Online Services Planned to be made available:

- The agency will work with Quincy and other state agencies-collaborative partners to pursue on-line payment for fees and services.
- The agency will work with Quincy to enable electronic record transmission of reports to constituents.

Planned Applications

- None.

FY 2022 Technology Budget

Outline a plan for technology spend from all sources:

- Software Quincy Case Manager contract license rental and maintenance support estimated at $61,773. [Master agreement supplement issued].
- 53755 IT Software Licenses/Rental $1,027.08
- 53760 IT Software Maint & Support $61,773.00
- 53820 Cellular Communication Srv $11,841.49
- 53830 Internet Services $7,542.00
- 53850 Telephone Repair & Maintenance $480.00
- 53860 Telephone Installation $264.00
- 53870 Loc/Long Distance Telecomm Svc $26,400.00

FY 2022 Technology Major Expenditures

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

- The agency does not have a plan for agency technology expenditures over $100,000.

Office of the Healthcare Advocate

Mission

The Office of the Healthcare Advocate (OHA) is an independent agency which helps Connecticut residents understand what options they have for healthcare coverage, how to get and fight for their healthcare coverage, including coverage for mental health or substance use treatment, and to make sure all residents get covered for their healthcare needs. OHA works on behalf of all Connecticut residents. Our services are free and confidential and provided in real time.

Technology Strategy

Technology support is provided by the Department of Insurance MIS staff. Their role is to assist the OHA in achieving its goals through technology.

OHA recognizes the Software Management Policy that describes the use and disposal of software assets found at: http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

Technology Achievements

- Migrated OHA's data from an on-premises data storage solution to the state-wide solution offered by BEST
- Upgraded LegalFiles to the latest software release
- Deployed laptops for telework for entire agency
- Implemented Avaya OneX Communicator software enterprise telephone system for all agency users

Digital Government

List of Online Services Available:

- Online Complaint Filing
- Release of Information Form (fillable PDF)
- Outreach Presentation & Materials Request Form

List of Online Services Requested by Constituents:

- None

List of Online Services Planned to be made available:

- Upcoming Events postings

Planned Applications

- Legalfiles, a COTS application, is the primary application used by the OHA business users. As the state optimizes IT resources, we will look into combining this with the BEST supported Legalfiles system that is in use by other agencies to save license and hardware costs.

FY 2022 Technology Budget

Outlined below is an estimated plan for technology spend within OHA:

- Hardware $ 5000.00
- Software $
- Services (consulting) $
- Maintenance $ 6902.00
- Telecom and Data $ 5000.00

FY 2022 Technology Major Expenditures

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

- None planned

Office of the Secretary of the State

Mission

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

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

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

Technology Strategy

In support of our mission, the Office of the Secretary of the State has focused its technology strategy in 4 areas: 1) providing our constituency with useful, reliable and user friendly online services; 2) enhancing transparency by providing easy and timely access to agency information and services; 3) improving the efficiency and accuracy of internal processes; and 4) the cybersecurity of the critical Infrastructure.

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

Technology Achievements

Due to the pandemic a remote work environment using Office 365 and Remote Desktop Protocol (RDP) was implemented and supported. Additionally, laptops were ordered to support and improve the remote work experience. As laptops were received, they were quickly configured and rolled out to staff. To boost efficiency even more, printers for some staff were ordered and setup at remote locations to keep the continuity of work flowing as pre-pandemic.

To keep up agency communications with our customers, especially while working remotely, a new cloud-based phone system, Avaya Cloud Office was rolled out. This system allows the agency employees to take customer calls at both in office and remote locations.

In conjunction with the new phone system implementation, a new cloud-based Customer Contact Management system, Freshdesk was installed and configured. Training was provided to the staff and the

system was rolled out to our key customer facing divisions. The system has become an essential customer engagement tool.

2020 Elections Support – Significant enhancements to the Centralized Voter Registration System (CVRS) were made in support for the increased use of absentee ballots for the 2020 election cycle. With record voter turnout, the Systems were closely monitored and worked without issue.

Motor Voter Phase 2 – This project automated the voter registrations and change of addresses processed through the DMV. Each night DMV passes new registration and change of address records to the Centralized Voter Registration System (CVRS) for processing using batch files. Once the records are processed by CVRS, they are presented to the registrars the next day in their dashboard for review. Phase 2 is complete and is implemented at DMV locations.

Connecticut eRegulations System Enhancements Project – Significant enhancements were implemented to the eRegulations system.

Replaced CONCORD Business Registration System (BRS) with a new system built on the Salesforce cloud-based platform. This system is tightly integrated with the Department of Administrative Services (DAS) Business One-Stop Project. The project kicked off in the last quarter of 2020 and the first release (R1) successfully went into production on June 20th,2021. Additional releases will be completed from August through October 2021.

Virtual Desk Top Infrastructure in support of local end points for CVRS access. Implementing a Citrix Solution to further protect local access to the CVRS System. The statewide implementation is scheduled for completion by November 2021.

Engaged the Connecticut Military Department (CTMD) to perform cybersecurity audits of the town security posture as it relates to the election's infrastructure. This program was successful with 69 of the 169 towns participating in the audits.

We have upgraded the network connections to the CVRS system for 30 towns. The new connections are more reliable, secure and faster. We will continue to monitor the town connections and upgrade as necessary.

IT Capital Investment Program has approved funding for a new Voter Registration System (CVRS), Online Voter Registration System, and Election Management System (EMS). Additionally, funding was also approved for the Bluebook Publishing Automation Project and other small projects. These new projects will be implemented over the next few years.

An RFP for the replacement of the CVRS and Online Voter Registration Systems is in the process of being developed. This will be a monumental effort to modernize one of our most crucial suite of applications.

EGovernment

List of Online Services Available:

- Election Management System / Election Night Reporting
- Online Public Meeting Notice Calendar System
- Online Business Formations for Domestic (LLCs, LLPs, Corps) and Foreign (LLCs, LLPs, Corps)
- Online voter registration and mobile app
- Online voter and polling location lookup tool
- Centralized Voter Registration System
- Online filing of annual reports for business entities
- Online certificate of good standing
- Amending existing business entities
- Submission of UCC filings
- E-Regs: centralized state regulations creation and publication
- Online State Register & Manual (“Blue Book”)
- Online training services for local election officials and poll workers
- Online access to original filing documents of businesses
- Online registration and renewals for notary.

List of Online Services Requested by Constituents:

List of Online Services Planned to be made available:

Planned Applications

- CVRS System replacement.
- Online Voter Registration System replacement
- Election Management System replacement
- Blue Book Publication Automation

FY 2022 Technology Budget

Technology Source	Amount
Hardware	$220,400.00*
Software	$9,568,143*
Services (Consulting)	$685,196.00
Subscriptions	$30,945.00
Telecom and Data	$548,877.00

* includes maintenance

FY 2022 Technology Major Expenditures

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

- Maintenance of BRS System (business registration application)
- Maintenance of CVRS System (centralized voter registration system)
- Maintenance of IVS System (Ballot marking system for disabled voters)
- Maintenance of E-Regs system
- Electronic poll books (bonding project)
- CVRS System replacement (bonding/HAVA project)
- Online Voter Registration System replacement (bonding/HAVA project)
- Election Management System replacement (bonding/HAVA project)
- Blue Book Publication Automation (bonding project)

Office of the State Comptroller

Mission

To provide accounting and financial services, to administer employee and retiree 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 and manages 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; to pay state retirees and to administer miscellaneous appropriations including the procurement of medical, dental and pharmacy benefits.

Technology Strategy

OSC has begun a modernization project for its Oracle's PeopleSoft ERP applications. The modernization project will implement the following Core-CT updated and enhancements.

- Migrate the Core-CT infrastructure to a cloud provider
- Bring all software to the latest code line
- Implement additional PeopleSoft functionality
- Implement mobile capabilities “PeopleSoft fluid”
- Improve reporting capabilities
- Investigate and implement paperless processing
- Implement additional security protocols for:
    - NACHA
    - PII
    - Federal Social Security Data Exchange
    - Data masking

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

Technology Achievements

Implemented system enhancements for the following Core-CT modules;

- Asset Management
- Accounts Payable
- Accounts Receivable/ Billing

- Cash Management
- Project Costing
- Pension Administration

Build an integration between Core-CT time and labor and Kronos to accept employee time data.

Digital Government

List of Online Services Available:

- OpenConnecticut. Open Connecticut centralizes state financial information to make it easier to follow state dollars. Find out where deficits or surpluses come from. Find out how much was paid for a particular vendor or program. Find out what to expect in future years.
- Care Compass. Care Compass is an online employee health navigator tool which can be used to find answers to employee benefit questions, find doctors/providers and earn incentives for certain medical procedures.

List of Online Services Requested by Constituents:

- None

List of Online Services Planned to be made available:

- None

Planned Applications

- None

FY 2022 Technology Budget

OSC ‘s technology budget is $4.1M for the licensing and maintenance costs associated with Core-CT, and $250K for hardware refreshes.

FY 2022 Technology Major Expenditures

- Core-CT modernization project

Office of the State Treasurer

Mission

To serve as the finest 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 by supplying services that:

- Provide a high-quality, responsive state of Office of the State Treasurer's enterprise information services and systems.
- Provide a reliable cost-effective in-house agency combination of vendors, equipment and software that supports the Treasury responsibilities.
- Provide adequate support and training for the Treasury operational staff.

Technology Strategy

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

- Improving IT efficiencies
- Reducing infrastructure complexity
- Increasing the use of enterprise and shared applications. Leverage shared services across government agencies, offices, and divisions to increase value-added benefits while eliminate unnecessary duplication and reducing costs
- Updating or replacing old legacy programs as needed
- Working with DAS/BEST on innovative solutions
- Working with third party sources that can provide efficient, secure, cost-effective services
- The agency recognizes the Software Management Policy that describes the use and disposal of software assets: http://www.osc.ct.gov/manuals/software/contents.htm

Technology Achievements

Agency-wide Microsoft Cloud Migration

- Office of the State Treasurer (OTT) servers, including file servers, database servers, and application servers are slated to be delivered to the cloud this fall 2021. At OTT:
    - Architecture documents of all aspects of the global systems are provided prior to deployment for the following purposes:
        - To collaborated with Microsoft engineers to properly configure the Treasury's networks and systems.

        - Documenting the OTT configuration for BEST analysts and managers for their support and direction.
        - Documentation has been prepared as a statewide instructional resource and guide.
        - Cost justification of hosting SQL Server, application web server and advanced analytics - will be under $200/month, a substantial cost savings for the Treasury's largest information management systems.
- SQL/.Net Systems:
    - Cash Management
        - BAI/Banking – improved the architecture and programming of the Banking functions.
        - Interest Credit – provided system enhancements and new reporting tools.
        - STIF – continued planning for a historical record database.
    - Legal
        - The Diversity Database was delivered in a presentation; demonstrated use of a pivot table to filter and aggregate the data.
    - **Business Office**
        - Project for contracts management database continues; anticipate faster development response time once it is in Azure.
- Treasury Data:
    - Three of our Cash Management databases/applications have now been consolidated into one.
- Banking system:
    - Operational alongside our other SQL based systems.
    - Data Integration problems have been resolved and the data reworked to accommodate all existing and potential future systems.
    - Several advancements have been made in JavaScript capabilities for the Banking interface to provide a much richer user experience.
- Remote Work
    - This has been essential for OTT responsibilities and development efforts.
- **Hyper-V 2016 Server Development and Cloud Deployment:** use Hyper-V on Cash division systems. Moving agency systems to cloud storage using the Azure technologies from Microsoft.
- **Project Management**: Utilize Team Foundation Services software to manage the software development lifecycle using the AGILE approach.
- **Ransomware**: in 2016 OTT servers and network were compromised by ransomware. OTT staff successfully removed the malicious software from several servers and desktops and was able to perform a complete restore of all infected systems within one day without support from

vendors or outside agencies. The agency continues to diligently maintain a comprehensive disaster recovery plan.

- **Maintain a diverse set of hardware and devices –** A mix Windows, iPhones and iPad devices configured tp work remotely with shared calendars and Exchange email access.
- **Maintained Treasurer Shawn T. Wooden's website** - **https://portal/ct.gov/ott.**
- **Moved Unclaimed Property Big list to a new vendor platform**.
- **Maintain Windows 2016 Servers** at 165 Capitol Ave. for Production and Disaster Recovery. OTT servers are in three locations – Hartford, Groton, and Springfield. They are replicated nightly to support the OTT Disaster Recovery capabilities.
- **Moved vertical server technology from VMWare to Hyper-V** to reduce complexity and licensing cost.
- **Use disk imaging software** with Macrium Reflect 8.3 to provide some storage images.
- **Provide desktop and user support**
- **Purchased, Imaged, Installed, and configured 25% of** staff with new desktop computers
- **Installed and configured new Backup/Replication** solution using Veeam 9.5 Software
- **Microsoft meets onsite biweekly** to implement and plan for future of MS services, products, Office 365 and Azure Technology.
- **OTT had 85+% of staff working remotely to office Win10/M365 desktops in response to the 2020 pandemic – managing return to office.**
- **Completed the update from legacy SIF accounting software**.

eGovernment

- **Office of the State Treasurer Web Site** – The Treasurer's website has information used by businesses, government, Connecticut towns and citizens.
- **The Big List** - In Connecticut, the Office of State Treasurer collects and safeguards money and other valuables which have been unclaimed by Connecticut residents. The Big List provides people an online search for their unclaimed property and information to retrieve it.
- **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 Pension Fund Management Division. 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 online 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.

- **Buy CT Bonds** - 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 provide complete the Employer Information Report.
- Online forms and document which provide informative and efficient services required by vendors and constituents
- Online state banking and Investor services for financial advisors, underwriters, and bond counsels
- **COVID-19 Financial Advice** provides pandemic information for Individuals and Businesses

Planned Applications

- Train staff to service the OTT website to portal.ct.gov
- Continue to update legacy programs
- Continue to improve disaster recovery with BEST
- Continue use of BEST SharePoint services
- Explore Microsoft Office 365 features to improve efficiencies
- Develop and manage OTT IT and systems infrastructure at 165 Capitol Ave.
    - Phone system
    - Office Hardware, conference, and remote services
    - Server, laptop. phone and desktop ordering, configurations, and maintenance
    - Train IT staff
    - Manage and support the several OTT websites
    - Provide proper Disaster Recovery support
- Complete an offsite DR test and modify the agency disaster recovery as needed
- Hire staff

FY2022 Treasury Technology Budget

- Hardware – IT equipment updates and replacements - $50,000
- Software - Upgrading Microsoft and additional required software. - $20,000

- Services for consulting - Hardware replacement contract with system maintenance Services, and software consulting for new applications. - $55,000
- Subscriptions - $60,000
- Telecom and Data - $115,000

FY2022 Technology Major Treasury Expenditures

The major projects that are planned to start in Fiscal Year 2022.

- FoxPro Debt Management System Legacy Conversion - $900,000
- Consultants to assess IT assets - $25,000

State Department of Education

Mission

To utilize technology in support of the Connecticut State Department of Education's (CSDE) efforts to achieve the goals outlined in the State Board of Education's Five-Year Comprehensive Plan and support CSDE's operations in meeting state and federal requirements for the collection and reporting of student, teacher, financial and district data. To complete the transition of data systems and technology infrastructure support for the Connecticut Technical Education and Career System (CTECS) to CTECS.

Technology Strategy

- Provide robust, secure and streamlined application services to the department, local and regional school districts, charter schools and Regional Educational Service Centers. This will allow for accurate, timely and secure data collection, processing and reporting.
- Complete the transition of technology services and support to the CTECS and the Office of Early Childhood (OEC).
- Implement best practices for project management, hardware/software life cycle management, and application development and maintenance.
- Implement best practices regarding risk mitigation plans, disaster recovery, and business continuity planning.

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

Technology Achievements

Applications

- Supported ongoing maintenance and implementation of several data collection applications to support agency priorities (e.g., PSIS, Directory Manager, Education Finance System, special education, teacher-course-student, discipline)
- Rapidly designed and built an extension to the existing PSIS system to support collecting address and monthly attendance from school districts, separately for remote and in-person days. These data supported the provision of Pandemic-EBT benefits in partnership with the Department of Social Services. Attendance data also supported the agency and districts to monitor and support greater student engagement during the 2020-21 school year. Connecticut was recognized nationally for this ongoing tracking. CSDE partnered with Attendance Works on a research publication Attendance-Works-Chronic-Absence-in-CT_FINAL-7.pdf (attendanceworks.org).

- Continued implementation of the Direct Certification (including SNAP, TANF/TFA, Medicaid, Foster Care) application
- Successfully automated student rostering for statewide summative assessments (e.g., Smarter Balanced, LAS Links) with multiple online vendors and now implementing with DESSA (social-emotional learning assessment)
- Worked with a cloud-hosted vendor to complete rebuild the Regional School Choice Office (RSCO) school choice lottery system
- Developed and implemented a new application (Contacts Manager) to collect contact information from education providers
- Supported early integration efforts of CSDE data with newly procured special education cloud vendor system
- Migrated on-premises adult education system to new cloud vendor system
- Upgraded legacy PSIS application to support modern browsers
- Partnered with DAS/BEST and Microsoft to explore the feasibility of cloud migration for legacy data collection environment

Operations

- Procured and set up new environments for the CSDE data warehouse for secure reporting and data management
- Enhanced teacher certification to new IVR system using AVAYA to include DAS/BEST's faxback service
- Supported continued implementation and expansion of O365 system
- Teamed with Microsoft to train end-users on O365 tools
- Provided ongoing continued support for remote or hybrid work due to the pandemic
- Procured, migrated, and streamlined the CSDE NAS at the Groton and Springfield data centers
- Migrated CTECS data to a separate network
- Nearing completion of retiring the WANG system to a web-based cloud connectivity and integrate with CORE accounts

Digital Government

List of Online Services Available:

- EdSight – Education Data Warehouse (public and secure)
- Educator Certification
- Multiple Data Collection Applications (about students, educators, facilities and finance)

- Regional School Choice Application and Lottery System (Blenderbox)
- Health and Nutrition Services – Direct Certification
- Online Assessment Testing (AIR-TIDE, DRC-Insight)
- Consolidated Grant Application for Federal Title grants (HMB)
- Colyar-school meals claims application
- CARS-Adult Education (LACES/LitPro)

List of Online Services Requested by Constituents:

- All of the above.

List of Online Services Planned to be made available:

- Development and customization of special education SaaS solution to consolidate several existing legacy data collections and integration of new SaaS with student enrollment and organization data

Planned Applications

- Complete retirement of WANG/DELL historical payroll platform to CORE-CT
- Transition from using Novell e-directory to Azure Active Directory
- Continue the redesign and rewrite of Directory Manager, responsible for the collection and reporting of core district, school and program information.
- Begin the redesign and rewrite of the Public School Information System (PSIS).
- For existing applications and infrastructure using end-of-life technologies, either attempt to rewrite with newer frameworks or migrate business functionality into existing applications or newer severs built with currently-supported technologies.

FY 2022 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware: $680,000
- Software: $150,000
- Services (consulting): $2,000,000
- Subscriptions: $200,000
- Telecom and Data: $30,000

FY 2022 Technology Major Expenditures

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

- Continued support of all existing applications (e.g., EdSight/SAS, educator certification, HMB eGrants, Colyar, assessment platforms, LACES, Blenderbox)
- Support for transitioning to CT-SEDS and developing integrations where necessary
- Within current resource constraints, attempt to migrate existing mission-critical systems off unsupported legacy infrastructure to modern cloud platform
- Within current resource constraints, attempt to update legacy applications

State Elections Enforcement Commission

Agency Mission

The Commission was established in the post-Watergate era of 1974 as an independent 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. Following federal court decisions in 2010, its mission was again expanded to include providing transparency and disclosure for the now unlimited independent expenditures from all persons, including corporation and SuperPACs. The Commission is comprised of 5 members, and is bi-partisan in composition. 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.

Technology Strategy

The Information Technology Unit provides a wide range of consultation, training, management and technical support services to a geographically dispersed population located throughout the State. eCRIS support services are also provided to our customers in the State Legislature as well as Treasurers and Legislators throughout the State.

Historically, the agency has taken a tactical approach in meeting the needs of its customers. A number of internally developed systems have been built to serve a single purpose and a single set of users; many of which are proprietary and use complex data storage and application development technology. These critical systems still have a great deal of value and have the necessary design flexibility to accommodate change rapidly (e.g., enhancements due to state mandates) and the systems can be difficult to adapt to sharing information or services.

Over the next biennium, the IT organization will transition out of its normal mode of setting tactical priorities by taking a more proactive approach to manage priorities at the strategic level. IT will not only focus on delivering quality services to our customer base but will establish a clear linkage to the SEEC's information integration business strategies. Ongoing plans will include implementing IT strategies that focus on the following management priorities:

- Recruiting, developing and retaining IT staff for the Future
- Information design and management (includes succession planning)
- Delivering services that align with agency business strategies
- Delivering projects that enable agency growth
- Process design and management (includes IT governance)
- Partnering with DAS/BEST to Optimize Enterprise IT

- Technology infrastructure and Enhanced Cyber Security hardening
- Elimination of paper filings by mandating the use of eCRIS
- Elimination or reduction of Agency over dependence on paper.

In 2021 - 2022, SEEC IT will continue its partnership with business stakeholders to assess the agency's technology needs by researching existing and future conditions of the SEEC and branched out to consider technologies that are used in other State agencies locally and nationwide.

The IT organization continuously seeks to understand how the business works and must examine how to employ these new technologies. In order to do this, we must be appropriately staffed to accommodate ongoing development needs and increased solicitations for exemplary service.

When practical SEEC complies with DAS/BEST application development and infrastructure domain standards. Preference is always given to strategic standards and products. As opportunities arise, efforts to migrate obsolete and transitional standards and products to an enterprise solution are made.

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

Technology Achievements

- Office Technology and Network move from 20 Trinity Street to 55 Farmington Ave
- Use of Microsoft Teams for collaboration.
- SharePoint Pilot to allow committees to upload time sensitive CEP documents to SEEC
- Implementation of LaserFiche legacy document and data scanning project with vendor.
- PC and Laptop Refresh

Digital Government

The SEEC IT Unit continued active development projects on all in house systems. This action was necessary to maintain the flow of information and on line application infrastructure to the eCRIS customer base. All of the critical system enhancement requests were completed and put into production with little or no down time impacting our customers due to the COVID-19 shutdown.

The Applications Development group completed all approved work assignments on development/ enhancement projects assigned. Successful completion of these projects allowed IT to shift its focus to additional enhancement and workflow activities:

- Updated browser support for cross platform functionality and usability.
- Update / Upgrade the Microsoft SQL Servers to latest versions.
- Renewal of Software licenses and support tools.
- Renewal of hardware maintenance contracts to support all platforms.
- Partnering with DAS/BEST on Cyber Security initiatives for 2022 Election.
- Continuous monitoring of SEEC Enterprise systems and applications.
- Updating of SEEC Web pages to new portal technology.
- Updated eCRIS homepage to meet the needs of mobile customers.
- Updated eCRIS Search homepage to support mobile technology.
- Enhancing of the eCRIS registration process.
- Secured Login using multi-factor authentication on all workstations.
- Continued to enhance CTS with enforcement tabs and milestone tracking.
- The upgrade of .Net Development tools and all of our projects to the current level.
- Updated the Team Foundation Server and its legacy operating system.

On line Service

- Virtual Commission meetings continue to be held with WebEx and broadcast live to Facebook.
- Expanded Staff use of Teams and O365
- eCRIS On Line Filing System Member update
- eCRIS Document search
- Updated State Contractor Contribution Ban System
- Commission Decisions and minutes
- On Line Registration Forms
- Guides and Publications
- Additional new Training Videos
- FAQ’s

On line Service Requested by Constituents

- Document upload and collaboration
- Enhanced e-Alerts for Financial Disclosure Statements
- Enhanced document and filing search
- Additional campaign finance data downloads
- Updated Training Videos spanning all services

On line Service Planned to be made available:

- Use of SharePoint for external customer enablement
- Additional Training Videos spanning all services
- Enhanced document and filing search
- Enhanced data integration with 3rd party vendors

Planned Applications

- Partner with BEST to continue using the GDC and SDC
- Partner with BEST to implement Microsoft System Center Configuration Manager.
- Continue to update and refine IT Policies/Guidelines
- Perform eCRIS updates to support external customers
- Perform CTS updates as required by internal customers
- Document, implement, monitor and measure Technology usage
- Update SOP's for eCRIS Helpdesk, Desktop, Network/Server Support
- Update SEEC Desktop Configuration Standards and guidelines
- Update Network/Server Configuration Standards and guidelines
- Server vulnerability, assessment and continued remediation for 2022 Election cycle.

FY 2022 Technology Budget

Limited financial resources will only allow the Information Technology Unit to make small scale procurements in order to continue operations with limited staff and resources.

- Renewal of Maintenance Contracts
- Renewal of utility software licenses
- Renewal of software licenses for development

FY 2022 Technology Major Expenditures

Procurement of additional Laptops for all Agency Staff for Telework due to COVID-19 pandemic and compliance with Governors orders on continued working from home.

Upgrade equipment in 8th floor SEEC Conference room with large screen video and 2-way collaboration devices

Teachers' Retirement Board

Mission

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

Technology Strategy

Provide applications and services which enhance the agency's ability to serve members of the Connecticut Teachers' Retirement System (CTRS) while streamlining administrative processes and enhancing the efficiency of the CT Teachers' Retirement Board (CTRB).

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

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

Technology Achievements

Projects completed during FY21:

- Implemented internal applications to automate and reduce manual data entry.
- Configured systems to enable telecommuting for staff.
- Completed the rollout of FileNet so employees can use an electronic workflow system to track and process member requests.
- Continued to digitize paper records & files.
- Migrated Board Meetings to an online webinar format so members can see and hear what occurs during meetings.
- Upgraded internal applications to allow staff to process more forms to members electronically.
- Upgraded online cost calculator to reflect new factors.

Digital Government

List of Online Services Available:

- Website with latest news, policies, procedures, and fillable forms.

- Facebook feeds
- Benefit Estimator, Service Credit Cost Estimator, Retirement Overview.
- Procedure manuals for use of Local Board of Educations.
- Health Insurance Webinars for retirees approaching age 65.
- Training Webinars for Local Board of Educations.

List of Online Services Requested by Constituents:

- A Pension System that provides School Districts and members of the pension system the online access to view and update their demographic, beneficiary, and banking information.

List of Online Services Planned to be made available:

- Work with BITS to establish a Forgerock portal so members can access and submit online forms.

Planned Applications

- Migration of servers to BITS virtual environment.
- Creation of online member portal.
- Update of VPN to enhance staff virtual efficiency.

FY 2022 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware
  - Monitors $2,500
  - Computers $12,500
- Software
  - M365 $6,800
  - Oracle $8,900
  - Backup Software $1,000
- Services
  - Offsite data storage $1,300
  - Server warranty renewal $1,300
- Subscriptions
  - Webinar Services $1,500

- People finder Service $3,500
- Death Reporting $2,500
- Scan Optics $2,500
- Telecom and Data $30,000

FY 2022 Technology Major Expenditures

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

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

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 the IT department at WCC is to assist the Workers' Compensation Commission in administering the workers' compensation laws of the State by improving the efficiency and effectiveness of processes through automation.

WCC recognizes the Software Management Policy that describes the use and disposal of software assets found at: http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

Technology Achievements

- Reevaluated Disaster Recovery strategy and process based on server migrations and changes in WCS infrastructure over the past year
- Updated Disaster Recovery documentation to broaden definition of systems in scope
- Continued deployment of laptops and desktops with Windows 10/Office 365 throughout the agency
- Upgraded antivirus solution on laptops and desktops where applicable
- Replaced incompatible internal microfiche search tool with new solution

Digital Government

List of Online Services Available:

- Submission of First Reports of Injury (FRI). FRIs may be entered through a web interface, or in bulk via an EDI interface.
- Query of employer claim location information. This service enables employees to determine where to file their workers' compensation claim if designated by their employer.
- Coverage Verification Service (CVS). This service enables users to quickly see whether or not a business operating in the State of Connecticut has workers' compensation insurance coverage.

List of Online Services Requested by Constituents:

- Ability to query claims status and dockets online
- Paperless forms submission

List of Online Services Planned to be made available:

- A Workers' Compensation Commission public portal is being planned for fiscal 2022 which would allow the services requested above.

Planned Applications

- The Workers' Compensation Commission website is undergoing a redesign and upgrade to be migrated to the state standard Sitecore platform with updated capabilities
- A Workers' Compensation Commission public portal is being planned which would allow the public to interact with the Workers Compensation System (WCS), the agency's system of record, in a handful of ways. Portal users will have the ability to query claims status and dockets online, perform electronic document and form submission where applicable, and other functionality as determined by business requirements.
- Modernization of the First Report of Injury (FRI) submission tool
- Initiate replacement of the WCS system to meet longer term modernization goals

FY 2022 Technology Budget

- Hardware $20,000
- Software $68,700
- Maintenance $10,000
- Services (consulting) $70,000
- Subscriptions $0
- Telecom and Data $120,000

FY 2022 Technology Major Expenditures

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

- None planned