

Information Technology Capital Investment Program  
Project Status Report

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**To:** Information Technology Strategy and Investment Committee  
John Vittner, Office of Policy and Management

**From:** Angela Taetz

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**Agency:** Department of Administrative Services

**Project:** Enterprise Licensing Enhancements

**Project Manager:** Dennis Geshel

**Reporting Period:** Project Inception through 12/31/2019

**Total Funds Requested:** \$2,692,150

**Total Funds Allotted to Agency:** \$2,692,150

**Accumulative Total Capital Fund Expenditures to Date:** \$1,862,638

**Brief Project Description/Summary:**

The ELMS project is a combination of activities to fully utilize the eLicense product currently being used for licensing management by DCP, DPH, OEC, and DOAG. The project includes: adding new agencies to the system that are currently using antiquated databases without online services; adding mobile inspection capability for agencies that perform manually or with laptops from their vehicle; rolling out new online features and capabilities for the licensing community to replace paper and manual processes; and adding advanced enhancements to the system to provide more efficiencies for agency staff when processing transactions each day.

Licensing, enforcement, and inspections of entities and individuals regulated by the State of CT are critical functions within these agencies. Investments in systems used by multiple agencies provides many benefits including; lower total cost of ownership, more support options through user groups, and administrative knowledge sharing. This project will allow agencies to more fully take advantage of the system to provide efficiencies that will assist with areas of low staffing levels and heavy workloads. The additional online public services enhancements will provide for quicker applicant turn around.

**Summary of Progress Achieved to Date:**

The ELMS Project is being executed as a Program with a phased approach. The three phases included multiple project efforts based on Benefit priority, resource availability as defined and maintained by the ELMS steering committee. We are transitioning from Phase 1 to Phase 2 and the following progress includes active or completed project efforts broken out into categories of enhancement types:

1. New Online Features (Vendor enhancements)
  - o Online Anytime Payment      Completed
  - o Online Anytime Document      Completed
  - o Online Grids: Class, Service      Completed
  - o Online Location address      Completed
  - o Online Alternate Logon      Completed
  - o Online Reinstatement      Completed
  - o Online Data Grids      Completed
  - o Online ACH Check Payment Processing      Completed
  - o Online Supervision      Completed
  - o Online license verification      Completed
  
2. Mobile Inspection Solution
  - o Requirements      Completed
  - o Market Assessment      Completed
  - o RFP Approved      Completed
  - o Contract Negotiation      Completed
  
3. Enterprise Agency Expansion to ELMS
  - o DOB Requirements:      Completed
  - o CAES      Completed
  - o DAS OSFM      Completed
  - o DDS      Completed
  - o DOT RCU Livery/Taxi      Completed
  - o DOB Implementation      Completed
  
4. Agency Configuration Enhancement
  - o DCP Charity enhancement      Completed
  - o BOA Migration to DCP      Completed
  - o Administrator training      Completed
  - o DCP-DPH contact merge      Completed
  - o DCP Liquor enhancement      Completed
  - o DCP-DPH Intern enhancement      Completed
  
  - o OEC Online Renewals:      Completed
  - DPH OEMS      Completed
  - DPH Facilities      Completed
  - DOAG Enforcement      Completed(Animal Control Only)
  - DCP Enhancements      Completed
  - DOAG Online      Completed

**Issues and Risks:**

- Agency commitment to resourcing projects continues to be challenging
- Mobile Inspections- Interface with Micropact is behind schedule due to contracting and design delay
- Cost of interface is higher than estimated but within budget contingency

**Next Steps & Project Milestones:**

The program approach will continue with a regular reassessment by the ELMS Steering committee on priorities. The active work from phase 3 and 4 will continue to progress and new project will kick off as the resources come available. The work listed below is the remaining work to close out the project and is expected to be complete by the end of calendar year 2020:

**Mobile Inspection**

Interface to eLicense	In Progress
DCP Pilot	In Progress
OEC Pilot	In Progress
DCP Standards	Planning
DCP Food	Planning
DCP Gaming & Liquor	Planning
DOAG Animal Control	Planning
AES Nursery and Honey bees	Planning
DDS Facilities	Planning
DPH OEMS	Planning
DAS Elevators	Planning

**Expansion**

DPH Labs	Ready (On Hold by Agency)
DAS Elevators	In Progress
DCP Casino's	In Progress
DOAG Aquaculture	Not Started

**Configuration Enhancements**

DPH Drinking Water	Not fully implemented
Advanced Enforcement Configurations: DOAG, OEC, DPH, DDS, SOTS, DOB	In Progress
DCP Liquor Control Enhancements	In Progress
Custom Reports: SOTS, DOAG, DPH, DOB	Not Started
Custom grid Configurations: OEC, DOAG, DPH, DDS, DOB, DAS	Not Started