

Information Technology Capital Investment Program
Project Status Report

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

From: Susan Shellard

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Agency: Department of Economic and Community Development

Project: Lean-Driven IT Revitalization Project--Plateaus 1 and 2

Project Manager: Susan Shellard/Irene Matulis/Sidney Yeung

Reporting Period: Project Inception through 12/31/2019

Total Funds Requested: \$4,841,500

Total Funds Allotted to Agency: \$4,841,500

Accumulative Total Capital Fund Expenditures to Date: \$3,196,844

Brief Project Description/Summary:

Plateau 2 builds on the foundation established in Plateau 1. Plateau 2 will expand the use of a CRM (Dynamics) system and implement use at DOH; implement enterprise content management (ECM) using Filenet for both DECD and DOH; implement online application submission to DECD via a client portal; create efficiencies in the management of agency desktop units (System Center); and integrate CRM with applications such as CORE and the Nortridge loan management system.

Summary of Progress Achieved to Date:

Customer Portal: Development and implementation is completed. Warrantee fixes being completed. Implementation was delayed by need to resolve firewall and other issues and this matter was escalated to M. Raymond. Supporting user adoption.

Enterprise Content Management (Filenet): Filenet implementation was completed on time and under budget. Filenet/CRM integration delayed by issues related to IP addresses which were escalated to M. Raymond and A. Smith who have facilitated a near-term resolution. Contract for support and enhancements secured. Continuing enhancements, user communication to support adoption and advanced topic training.

DOH CRM: A CRM SOW was submitted for management review. DOH is also considering an alternative application (HDS) and proposals are being evaluated. Please see comments below

CRM (Dynamics): Application implementation completed after obstacles to on-prem installation necessitated transition to cloud installation. Agreement secured to provide ongoing enhancements, training and support. IT staff receiving advanced training. Initiated development of additional process for funding of small programs (not covered by initial scope). User adoption steadily improving. Please see below re: impact of Governor's initiatives.

System Center: Obtained quotes and identified implementation partner. Ticket submitted to BEST Jan 2019. System Center is now part of 365 implementation. Recently notified by BEST that a framework and structure is being developed for deployment. DECD will need an implementation partner for both 365 and System Center deployment.

Issues and Risks:

Per the Governor's initiatives, substantial changes in DECD's organization and funding programs are anticipated. Strategic planning is underway with a projected completion date of late first quarter 2020. To maximize the return on investment, expenditures are being limited until plans are finalized. Substantial expenditures are anticipated to tailor systems to new programs. It would not be prudent to waste funds in the absence of clarity regarding programs.

Integration of CRM and FileNet has been delayed pending resolution of communications and IP address issues with DAS/BEST. To continue moving forward the issue was escalated. Another TRB meeting was held on 1/22 and resolution of this matter remains pending. This delay has been highly problematic for vendors who cannot be held to a time targets when they are not able to engage in the work for which they committed resources. All work that can be completed pending this resolution has been.

A decision by DOH regarding choice of application (CRM vs. HDS) is pending. DOH was provided with information about the requirements for an adequate SOW and asked to work with the vendor. The current proposal was provided to BEST for review.

Mandatory 365 implementation will impact the agency's resource availability and planning. For example, System Center is now included as part of 365 and we have been informed by A. Smith the BEST is developing a framework for agencies who wish to implement System Center. A BEST ticket was submitted for this SCCM in January 2019.

An IT position has been vacant (Nov. 9, 2019) and under-resourced for an extended period despite vigorous efforts to seek an immediate refilla. Recent requirements to implement TEAMS, update Windows 10 submit surveys, etc. have necessitated resources being used for those projects which have been mandated. We anticipate this vacancy being filled in approximately 8 weeks.

Next Steps & Project Milestones:

DOH CRM: Agency decision and procurement 6/1/20. Potential implementation completed by 6/1/21.

Integration of Dynamics with FileNet: Pending resolution of outstanding IP issues by DAS/BEST--4 to 6 weeks after that resolution is finalized. Approximate completion date May 31, 2020.

Microsoft System Center: Implementation plan being developed per MS 365 contract. Approximate completion date 4/30/21 assuming BEST completes framework within 2020.

DECD CRM: Will continue activities as described above. Expect to identify impact of Governor's proposed programs on CRM by 7/20