

Information Technology Capital Investment Program
Project Close Out Report

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

From: Irene Garcia

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Agency: Department of Energy and Environmental Protection

Project: IT Capital Investment Program - Online Case Management Program

Project Start Date: 1/1/2013



Project End Date: 12/31/2018



Project Manager: Irene Garcia

Total Funds Requested: \$7,950,000

Total Funds Allotted to Agency: \$7,950,000

Accumulative Total Capital Fund Expenditures to Date: \$9,181,105

Brief Project Description/Summary:

DEEP's enterprise-wide online case management system will create a public online, paperless interface to conduct the business of licensing, permitting and registration of activities that are under DEEP jurisdiction. This system will expand the Department's existing e-government platform to include all Environmental Quality, Environmental Conservation, Energy branch permitting, licensing, registrations and docket activities to leverage common functions and interfaces while allowing for the submittal, review and internal routing of electronic data. The system must be adaptable enough to allow for additional program specific case management, licensing, registration, and permit forms in the future, to be built in-house. The agency's information management program will provide instant, intuitive, online, 24/7 access for citizens, business, and local and state government to essential site documents, data and status updates; and provide a nimble and efficient business flow for applicants and agency staff saving both the agency and its constituents time and money.

List Project Goals and Deliverables Completed:

(Please provide a brief summary of the goals and deliverables that were implemented. Please reference the IT Capital Investment Brief for the initial goals of the projects.)

- ✓ DEEP's ezFile public portal currently supports electronic submittal and payment processing for six Environmental Quality (EQ) and five Environmental Conservation (EC) registration and permit application processes.

- ✓ ezFile provides a common landing page for all DEEP e-Gov solutions leveraging a single user account for constituents to electronically submit Air Emissions, Boating, Energy, Environmental Adjudications, Fishing, Natural Diversity Database (NDDB), PURA, Radiation, Stormwater, and Underground Storage Tank (UST) reports and filings.
- ✓ Over 8000 online electronic filings were submitted in 2018 using ezFile (Boating, Fishing, Radiation, Stormwater, and UST).
- ✓ Over 26,000 online electronic filings have been submitted through ezFile since the first go-live in 2013.
- ✓ Over 9500 registered ezFile users.
- ✓ Over 98% of registration and permit applications available through ezFile were submitted electronically in 2018 with less than 2% submitted on paper
- ✓ Just under 10,000 electronic Underground Storage Tank (UST) filings have been submitted since ezFile first went live in 2013
- ✓ Over 150,000 sheets of paper have been saved so far just through the transition to UST electronic filings.
- ✓ Payment of registration fees and back-fees for non-compliance collected electronically through ezFile.

Project Replication Opportunities:

(Are there opportunities to repeat or leverage the project solution by other state agencies? Please provide a brief explanation.)

DEEP's IT Investment projects started with the initial build of a hardware and software environment at BEST. The build consisted of the implementation of the IBM FileNet and ICM software in three environments to support the development, testing and production hosting of these applications. BEST completed this effort in support of the DEEP investment, but equally important to the State of Connecticut is that this software is available to the state enterprise.

BEST electronic payment services were expanded as part of this project to include an eCheck option which can be leveraged by the enterprise.

Key Lessons Learned:

(Provide any lessons learned or experienced during this project that may be helpful to other agencies starting a similar project.)

- Building out new architecture and infrastructure takes time, particularly at the enterprise level.
- Utilize Microsoft .NET technology in place of specialized software products to provide a more reliable and stable solution which can easily be supported by existing agency IT resources.
- Leverage out-of-the-box software functionality whenever possible instead of custom solutions.
- Improve public user experience by simplifying the user interface to make it more user friendly and functional.
- Simplify internal review workflows by leaning business processes.