

Information Technology Capital Investment Program
Project Status Report

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

From: Christy Scott

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Agency: Department of Administrative Services

Project: OCC - Electronic Filing and Case Management System

Project Manager: Christy Scott

Reporting Period: Project Inception through 12/31/2019

Total Funds Requested: \$70,000

Total Funds Allotted to Agency: \$70,000

Accumulative Total Capital Fund Expenditures to Date: \$0

Brief Project Description/Summary:

Implement software for the Office of the Claims Commissioner that allows for electronic filing and tracking of cases.

Summary of Progress Achieved to Date:

Our former consultant worked with the vendor to configure the software for our internal case management needs. After a testing period, we went live with the internal case management functionality on January 24, 2017. Although we no longer have the benefit of our consultant's services, we continue to work with the vendor to fine tune the internal case management component of the software based on our staff's user experiences. The configured software is proving to be an outstanding tool for increasing the efficiency and accuracy of our case management process. We have mostly finished customizing it to meet our office's specific needs, with possible future tweaks, and are now ready to develop the public portal.

Issues and Risks:

There are currently no identified risks or issues for the project.

Next Steps & Project Milestones:

The project manager and vendor have previously done preparatory work to enable the vendor to begin production of a configuration of the public portal at this time. On February 10, the vendor will begin preparing a configuration of the software for external use, including electronic filing and public case tracking. They expect to have a configuration ready for our testing and feedback in two weeks after they begin production.

Once this office begins testing and providing feedback, the vendor expects to complete production within four weeks, with a total production period estimated to be six weeks beginning February 10.

No capital funds have been expended to date because the vendor prefers payment in full upon completed delivery of the configured software. Our consultant was funded with General Fund monies from the DAS budget. Similarly, annual hosting and software licensing fees are also being paid with General Fund funds.