

Agency of Human Services



Agency of Digital Services

Darin Prail
AHS Information Technology

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Who I am



Darin Prail

Agency of Human Services Chief Information Officer

Darin.Prail@Vermont.gov



AHS Information Technology Mission



To guide the Agency's Central Office and its six departments (DAIL, DCF, DOC, DMH, DVHA, and VDH) in the planning, procurement and development of secure, interoperable solutions thereby enabling AHS to successfully accomplish its mission: to “improve the conditions and well-being of Vermonters and protect those who cannot protect themselves”.

Bit of recent history



- Departmental IT (~2005)
- Centralization of infrastructure Staff (2006)
- Centralization of development Staff (2011)
- Move commodity services (email, infrastructure, desktop support services) to DII after Tropical Storm Irene flooding (2013)
- Addition of Project Management Office and Content/Document Management Office (2013)
- Proposal of Agency of Digital Services (2017)

AHS IT



- Application Developers
- Application Integrators
- Business Analysts
- Database Administrators
- Project Managers
- Document/Content Management Experts
- Information Technology Managers
- CIO's office

Typical activities



- Develop custom solutions/software
- Procure software solutions
- Operate and maintain existing applications
- Write RFIs, RFPs, contracts, manage vendors
- Work with AHS to prioritize IT projects
- Plan (R&D, staff development)
- Manage DII relationship (Service Level Agreement)
- Compliance with Federal and State mandates

DII Service Level Agreement



- Network
- Servers (OS only)
- Security
- Helpdesk (basic triage) services
- Commodity purchasing
- Desktop support
- Enterprise architecture
- Project management oversight

Recent Achievements



- Department of Mental Health – Electronic Health Record replacement
- Department of Health – WIC system replacement
- Department of Vermont Health Access – Pharmacy Benefits System replacement
- Department of Corrections – Offender Management System replacement

IT Challenges & Opportunities



Replacing Obsolete/Legacy applications

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ACCOUNTS          DETAILS OF ACCOUNT NUMBER 10037

SURNAME          : RANGER              (18 CHRS) TITLE           :      (4 CHRS OPTIONAL)
FIRST NAME       : TEX                  (12 CHRS) MIDDLE INIT: A   (1 CHR  OPTIONAL)
TELEPHONE        : 4567890123          (10 DIGS)
ADDRESS LINE1   : 1000 BALLPARK WAY    (24 CHRS)
                  LINE2: ARLINGTON, TX (24 CHRS)
                  LINE3: 76011        (24 CHRS OPTIONAL)

CARDS ISSUED     : 1                    (1 TO 9)          CARD CODE : I           (1 CHR)
DATE ISSUED      : 07 07 07            (MM DD YY)       REASON CODE: S         (N,L,S,R)
APPROVED BY     : REH                  (3 CHRS)

UPTO 4 OTHERS WHO MAY CHARGE (EACH 32 CHRS OPTIONAL)
  01: BIG TEX                                02:
  03:                                          04:
SPECIAL CODE1:   CODE2:   CODE3:   (EACH 1 CHR OPTIONAL)
NO HISTORY AVAILABLE AT THIS TIME          CHARGE LIMIT 1000.00      STATUS N

NOTE:- DETAILS IN BRACKETS SHOW MAXIMUM NO. CHARACTERS ALLOWED AND IF OPTIONAL

PRESS "CLEAR" OR "ENTER" TO RETURN TO THE MENU WHEN FINISHED

HA*      a                                     03/017
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IT Challenges & Opportunities



..with modern applications

The screenshot displays the JailTracker application interface for inmate SMITH, JOSEPH (ID: 998035464). The main window shows a 'Please click on a cell below to begin location assignment' dialog. This dialog contains a table of 'Assignable Locations' and a list of 'Currently Assigned' inmates.

Cell Name	Assigned #	Capacity
104	20	20
107	20	20
108	19	20
202	19	20
203	0	0
219	0	0
222	0	0
223	0	0
230	1	1
231	0	0
232	1	1
233	2	2
234	3	3
235	1	1
236	0	0
401	5	10
411	12	20
501	9	10
605	2	2

The 'Currently Assigned' list includes names such as BAYES, JOSHUA LYNN; BURKS, ANDREW EUGENE; BYRD, AARON JOSEPH; COBB Jr., JIMMY EUGENE; GUERRERO, ELIAS JR.; MOTT, BRUCE WAYNE; Z, LAWRENCE MERLIN; GER, JOSEPH MICHAEL; HART SR, MARCUS DEVELL; JIMAN, DUNCAN MICHAEL JAMES; ELEY, RONALD LEE; MOTT, JOSEPH SCOTTY; CE, WILLIAM ALLEN; INS, KENNETH DEOTIS; RAINWATER, MICHAEL ELBERT; SHADRICK, JIMMY LEE; TODD, JAMES CARL; WALTERS, ERIC SCOTT; WHITFIELD, BROCK KALON; WILSON, WILLIAM JOE.

A 'KeepAParts Alert' dialog box is overlaid on the main dialog, stating: 'Current Person Has Keep-A-Parts with the following: GUERRERO, ELIAS. Would you like to continue with this assignment?' with 'Yes', 'No', and 'Cancel' buttons.

The background interface shows inmate details for SMITH, JOSEPH, including a mugshot, booking information (998035464), classification (PM), and a list of assigned locations. The status bar at the bottom indicates the user is DS1 and the system version is 4.0.1.166.

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Opportunities

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Challenges

Questions?



DARIN PRAIL
AHS CIO
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