Agency of Digital Services
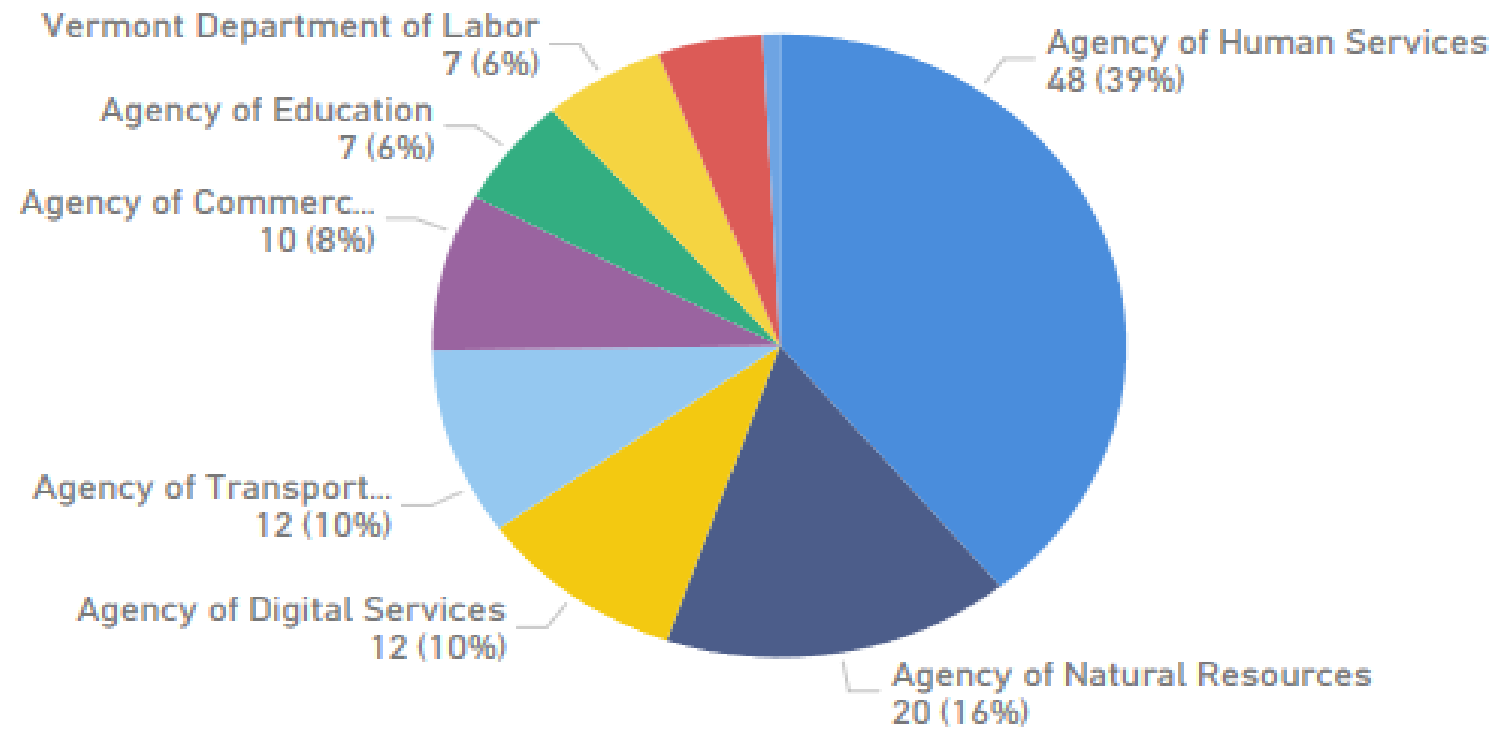
IT Project Updates
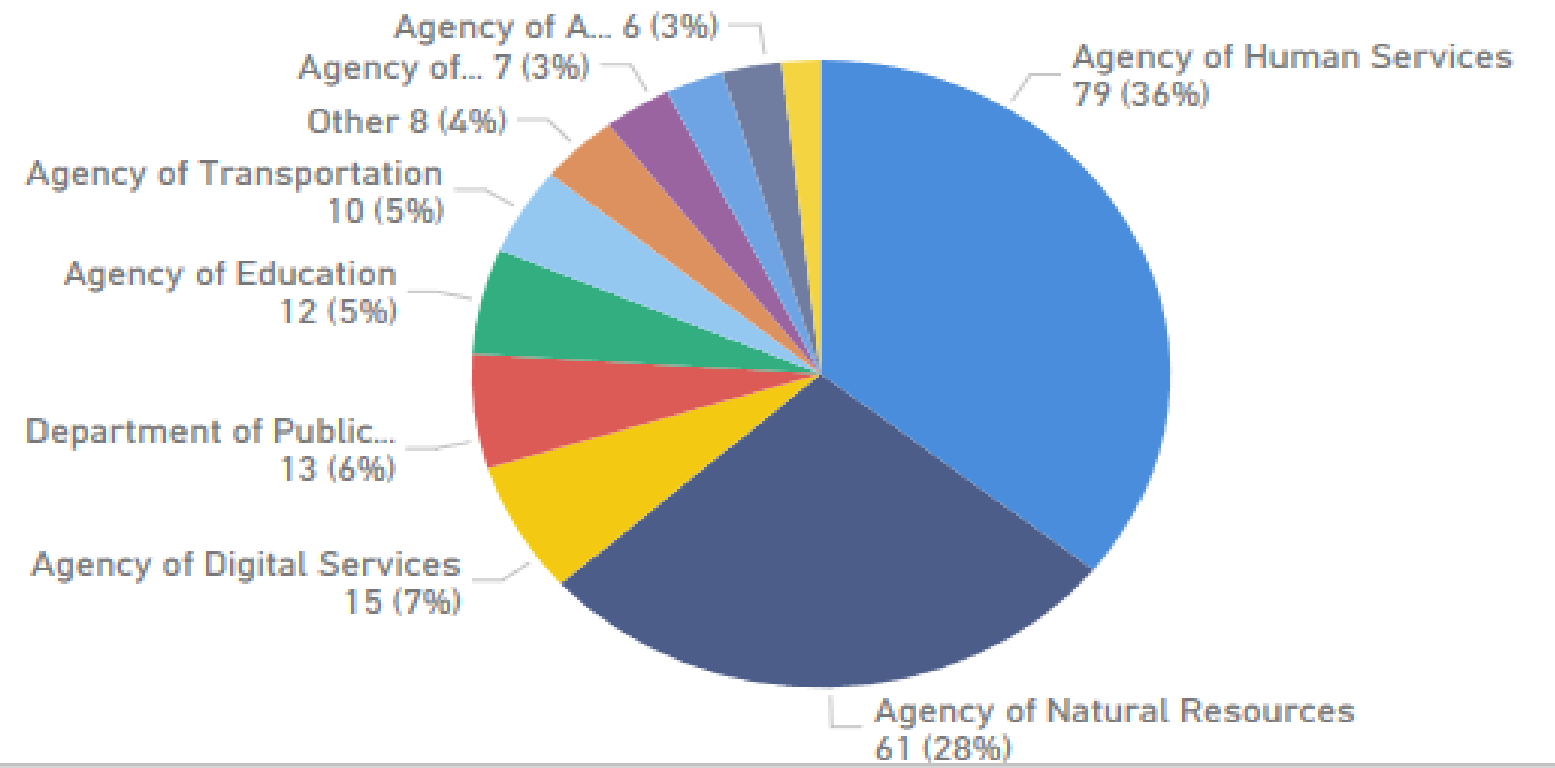
John Quinn, Secretary and State CIO

June 21st, 2019

Projects Requested: 123
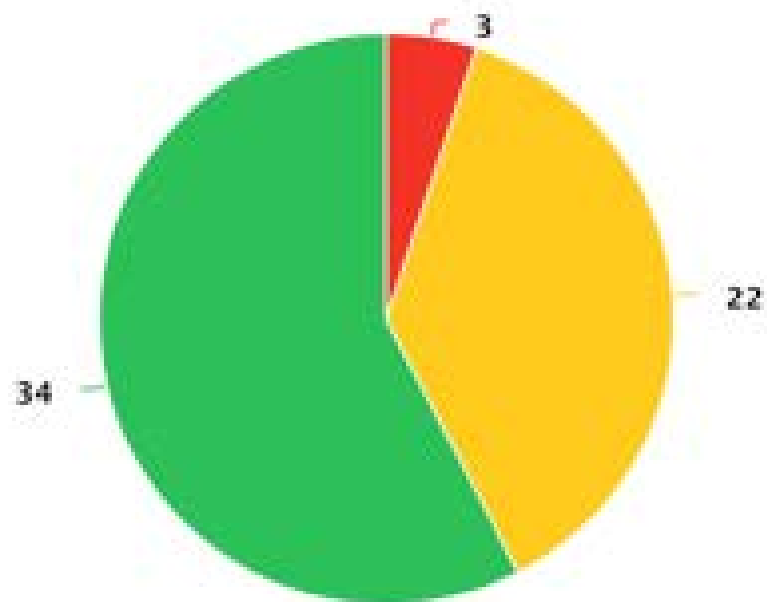
Agency of Human Services
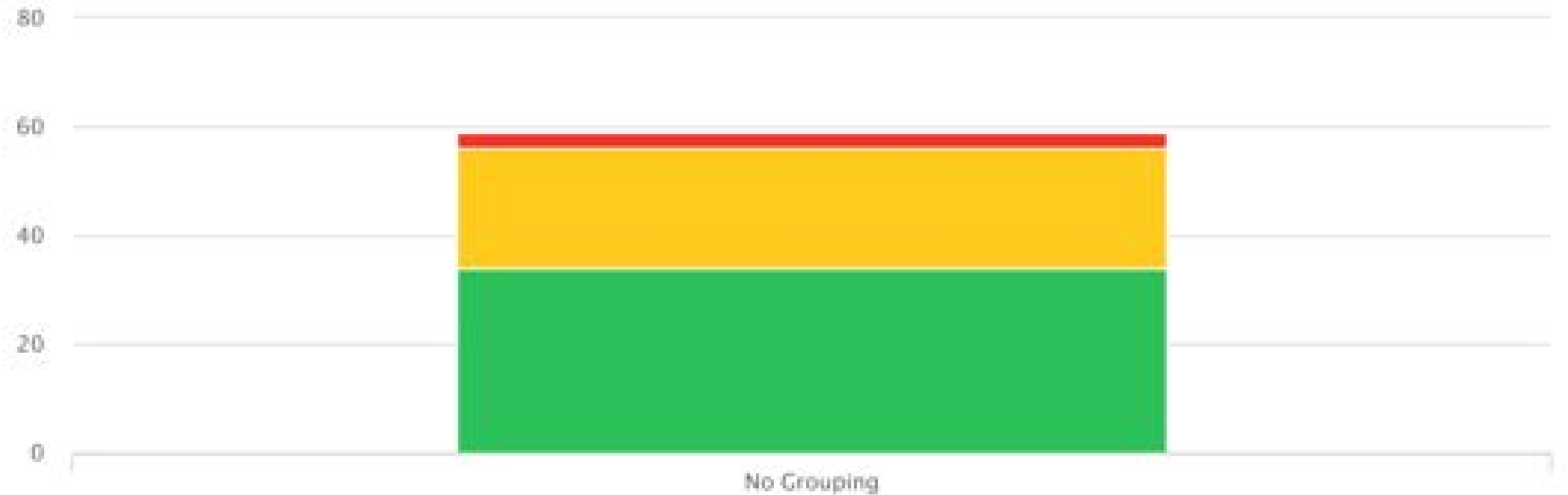48 (39%)

Agency of Natural Resources
20 (16%)

Agency of Digital Services
12 (10%)

Agency of Transport...
12 (10%)

Agency of Commerc...
10 (8%)

Agency of Education
7 (6%)

Vermont Department of Labor
7 (6%)

Projects in Progress: 222

Agency of Human Services
79 (36%)

Agency of Natural Resources
61 (28%)

Agency of Digital Services
15 (7%)

Department of Public...
13 (6%)

Agency of Education
12 (5%)

Agency of Transportation
10 (5%)

Other 8 (4%)

Agency of... 7 (3%)

Agency of A... 6 (3%)

Project Status – Projects over 500k

Overall Status Summary

3

22

34

Overall Status (No Grouping)

80

60

40

20

0

No Grouping

Top 5 Priority Projects

Project Name	Description
AHS Integrated Eligibility & Enrollment (IE&E)	The IE&E Program's vision is to ensure efficient service delivery that lowers administrative costs, streamlines processes and ensures the cost of system maintenance is sustainable over time. More specifically, the objective of the IE&E Program is to improve the customer experience in the following ways: Provide a single streamlined application, determination, and enrollment experience that allows the customer to engage with the State through the channel of their choosing. This include phone, web, mobile, in-person, and paper. Facilitate a simple, user-friendly experience that allows the customer to maintain continuous benefits, services, or health coverage, especially during critical life transitions.
AHS DVHA MMIS – Care Management	Implement a Care Management Solution for VCCI to support individual and population-based approaches to health management. VCCI evaluates the Vermont Medicaid population and focuses on the top 5% utilizers of the healthcare system, accounting for 39% of healthcare costs.
AOE Shared School District Data Management System (SSDDMS)	Recent legislature has mandated all Vermont Supervisory Unions and School Districts (SU/SD) to use a standard accounting format structure dictated by the Agency of Education (AOE), enabling more efficient rollup of Statewide data reported. This std structure is known as the Uniform Chart of Accounts (UCOA). Additionally, it's been mandated that all SUs/SDs manage their accounting and HR in one unified system established by the AOE. This project is the procurement and implementation of this system for all SUs/SDs. Procurement was done and PowerSchool's eFinancePLUS was selected and being implemented as approx. 60 SUs/SDs are individually migrating from their current system into this new system over the next 3-4 years within this project.
AOA TAX Property Tax Management System	The State is required to maintain a statewide education grand list for the purposes of education property taxation, with Grand List data from each municipality, on each parcel, in the State.
AOA BGS Enterprise Electronic Procurement Solution	Implement a statewide e-procurement solution that will make all state procurement activities transparent, more efficient, easily auditable, and provide consistency throughout the State.

Project Successes (Previous Year)

• Vermont's Integrated Tax System (VTax) - Completion of a four-year effort to consolidate 37 tax types across three tax systems as well as a compliance data warehouse into one Integrated Tax System.
• Voice over Internet Protocol (VOIP) – Replaced outdated analog voice service with a more current digital platform utilizing existing State data circuits.
• Asset Verification– Financial asset verification system to support eligibility determination.
• BGS Print Shop Digital Printing Workflow Solution - Upgraded digital print equipment in the BGS print shop to replace aging/end of life systems.
• Integrated Library and Resource Sharing System - Replaced an unsupported legacy system for sharing library resources among libraries throughout Vermont to equal the standard of service offered by nearly all U.S. states.
Agency of Digital Services
• ANR Environmental Notice Bulletin - The Environmental Notice Bulletin (ENB) went live on January 2, 2018. Legislation was passed in May 2016 requiring DEC to create the new Environmental Notice Bulletin to allow the public to engage in the permitting/certification process more effectively. The Environmental Notice Bulletin makes it easier for applicants and the public to stay informed of permit activities in their community. The ENB allows users to provide public comments, request public meetings, and sign up to receive email updates which will be sent when an activity that matches their interests are posted to the ENB.
• PUC/PSD Case Management System - The Public Service Department (PSD) and Public Utility Commission (PUC) successfully implemented an electronic case management system that integrated the electronic filing of documents, management of electronic documents, automated workflows, and electronic case management tools. Benefits include the online submission of utility annual reports, an updated Consumer Affairs tracking database, and an updated Underground Damage tracking database.
• ADS Mainframe Outsourcing - Agency of Digital Services (ADS) successfully outsourced the State's primary mainframe system. This system provides mainframe processing and data capabilities to State Agencies. Mainframe operations now take place on the outsource vendor's hardware, with software licensed by the vendor, other software licensed by the state but maintained by the vendor, all operating staff and support staff being employees of the vendor and located at the vendor's facilities. Agency users in Vermont interact with the mainframe almost exactly as they did before it was outsourced causing minimal change. The State no longer owns, purchases, or maintains the mainframe hardware. This implementation created State savings along with additional efficiencies.
• MMIS Coordination of Benefits (COB) project - The Coordination of Benefits unit works with providers, beneficiaries, and other insurance companies to ensure that Medicaid is the payer of last resort, through coordination of benefits and collections practices. The business analysis objective was to produce a business case outlining recommendations for change (both process and automation) to deliver performance improvement.
Agency of Digital Services
 • Common Services Data Governance Initiation (DGI) project - Systems developed under the former HSE portfolio have technical modules that lack coordinated data governance processes to influence development which has historically led to chronic data errors (see Vermont Health Connect Siebel component). The project was instituted to establish a foundational structure and operations to govern data usage within AHS, specifically benefiting Medicaid systems' implementations in the immediate term. The Data Governance Council (DGC) is now stood up and transitioning to Operations over the coming months. In two short years ADS resources have been critically involved in bringing updating system to a compliant modern version and have begun the requirements and development of the 70 lab tests (assays) that the public health lab performs in supporting the safety of Vermonters.