IT Activity Business Case & Cost Analysis (IT ABC Form)

This form should be initially completed by the Agency's ADS IT Director or their designee while working with the business to gather relevant information. For IT Activities over $100,000, the Agency's EPMO Portfolio Manager should be included once the initial information has been gathered and they will facilitate the review for approval and verify the forms completion. For IT Activities under $100,000, the Agency's IT Director will facilitate the review and approval and send the approved ITABC to the Agency's Portfolio Manager once final signing has been completed. Please include all relevant worksheets and documents supporting your IT ABC when you submit for review.

1. General Information

This section is used to document information related to the proposed IT Activity. It specifies the persons' responsible for executing the project. It also describes the project at a high level, the problem the business is trying to solve, and documents any proposed solution the team may have as a result of an exploration activity.

Date Submitted	01/26/2021	**Agency**	NRB
Person Completing Form	Peter Telep	**Department**	NRB
IT Activity/Project Name	Act250 Scanning Project	**Division**	
Project Type	Maintenance & Operations	**Agency IT Lead**	Peter Telep
Est. Project Start Date		**Est. Project End Date**	
Sponsor		**Project Manager**	
Business Lead		**Business Analyst**	
Finance Manager		**Enterprise Architect**	
Program Code		**Customer Code**	
High Level Project Description *(Max 3 Lines)*	Digitize an NRB LUP documents and store them for retrieval from the public Act 250 database website.		
Describe the business problem you are trying to solve.	Most (if not all) Act 250 land-use permit (LUP) applications and accompanying supplemental materials prior to 2017 were received and are stored in paper format. The only way applicants, consultants, and the public can research existing or new projects is by consulting these documents in-person in our various locations. Access is limited by offices hours and the availability of staff. Now with COVID, access is further hindered by the offices being closed to the public and teleworking staff making planned visits to the office to scan material and make it available electronically, a slow and risky process.		
What is your proposed solution and procurement plan (i.e., RFP, contract extension, sole source, etc.)?	1) Hire a temporary RIM Technician to coordinate the scanning of the paper documents for our selected projects and upload the digitized files to the public Act 250 database. (2) Hire a scanning vendor through ADS Procurement's IT retainer program to digitize the paper files. (3) Hire experts from ADS EPMO to assist us with the organization and management of this project (functional & business requirements, SOW, etc).		

2. Information Security

This section identifies if the solution stores/transports/controls access to confidential/sensitive/nonpublic information and/or represents significant reputational risk to the State.

Does the proposed solution store/transport/control access to confidential, sensitive, nonpublic information, and/or represent significant reputational risk to the State?	Yes
If "Yes" to the above, check all that apply below:	
☑ **Personally identifiable information** ☐ **Information regarding credit card payments** ☐ **Health related information**	☑ **Tax information obtained from the federal government** ☐ **Information associated with minor children** ☑ **Other sensitive, confidential, or non-public information**

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3. Business Justification

IT projects are undertaken to achieve business objectives/values. EPMO categorizes Business Value (BV) into 4 types: Financial, Customer Service, Risk Reduction and Compliance. *Tip: If you expect to gain efficiencies, think about how the State will benefit from those efficiencies to determine your BV Type. Efficiencies should save the State money (BV= Financial) and/or improve customer service (BV= Customer Service). Note customer service improvements could come from freed-up resources that can be reallocated to other services provided by your Agency/Department.*

Business Value	Description
Financial	A net decrease to State costs resulting from: a reduction in operating costs, State labor costs, and/or infrastructure costs. **Section 8 of this form MUST show a decrease to claim a financial business value.
Customer Service	A new or improved customer service (for internal or external customers). Examples include service automation, improved access to information, improved service quality, faster turnaround times, etc.
Risk Reduction	A reduction of a risk to the State as a result of replacing an unstable system, improving security, implementing a sustainable solution, etc.
Compliance	Meets a previously unmet State or Federal compliance requirement.

Business Value	Business Value Description	How will Achievement be Measured?
Customer Service	(1) This digitization increases the number of LUP records readily available to the public, at any time from anywhere, for users with Internet and a computer/web-surfing device. (2) Support existing and new LUP applicants undertaking COVID response projects by giving unlimited access to sector-related projects.	(1) Number of project folders added to the database as a result of this project. Completion of this project: (2) creates a blueprint process for us to follow to scan our entire legacy LUP paper-based collection; and (3) informs our current and future records and information management practices and retention policies.
Financial	(1) Digitization avoids expenses, time, and carbon emissions associated with travel to our 5 regional offices for the public and for staff to view and/or copy legacy paper LUP documents. (2) Digitization and accompanying disposition/archiving reduces costs associated with physical document storage. (3) Digitization reduces the amount of time spent looking up and copying records by staff and the public.	(1) Number of requests for in-person visits per year will go down b/c on-line access successful. (2) Amount of office space/volume dedicated to LUP paper document storage. (3) Number of hours staff spend looking up and scanning documents or prepping documents for in-person review per week (before COVID, already 17 hrs/wk)
Financial	Digitization: (1) avoids unnecessary in-person contact between staff and the public to limit COVID exposure and/or propagation; (2) creates an electronic backup for the original paper documents (carbon paper, onion skin, other fragile materials in case hard copies are accidentally lost, damaged or destroyed; (3) allows for disposition/archiving, which frees up space in the regional offices, reducing cabinet and paper volume weight on each floor and reduces the amount of physical obstacles in the office.	(1) Number of staff requiring quarantine. (2) Number of records/ folders for which we have exact replica in paper and in electronic form. (3) Number of records to undergo records retention schedule application.
Compliance	(1) As a step toward compliance with records retention schedules, on-line availability of accurate and complete LUP documents will allow for the designated disposition and archiving of paper files.	(1) Same as noted above: Number of records to undergo records retention schedule application.

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4. Leveraging the Success of Others

This section details what other State, Federal or Municipal government entities are using to meet the same or similar business need. It further justifies the proposed solution and explains how it may be within industry standards.

Is there an existing State solution that could meet the business needs?	Yes
If yes, has this solution been evaluated to see if it could be used?	The state has IT retainer contracts with vendors who perform high volume scanning. In addition, this project requires support and guidance from ADS because (1) we are not sure if this is a straight-to-scan scenario because historically our paper document collecting and storage has been handled differently over the decades and across regional offices making a 1-size-fits all approach challenging; and (2) we have ideas about output format, but could use expert advice to ensure we are making good choices.
Are other State, Federal or Municipal government entities using the proposed solution to meet a similar business need?	Yes
If yes to the above, what governmental entity or entities?	We know of only one that appears to be similar, but there may be others. ANR/FPR Forestry Division is using a similar solution for UVA hard copy documents' digitization for public look-up. As of 2017, we collect our LUP documents electronically and make them available to the public via our online Act 250 database. We are seeking with this project to bring more legacy LUP documents online, so our organization is already an example of the existing solution: we have made several attempts over the years through temporary and permanent staff to scan legacy documents and upload to the database with low success, hence the need for a dedicated and organized project like this.
If no, why are we choosing a solution that no other government entity uses?	

5. Risks

Describe any known risks related to this IT Activity.

What are the risks of doing nothing (i.e., staying with the current solution)?	(1) Impeding public's timely access to documents, creating unnecessary barrier to executing our program. (2) Degradation and permanent loss of paper documents over time because of the fragile nature of paper and improper and/or inadequate storage practices. (3) Missing out on advances in technology that make electronic documents more searchable (reporting, OCR, etc). (4) Unsustainable storage capacity because of other ; and limited-to-no-space for continued storage. (5) Staff time spent in clerical function of scan and upload, whereas if already electronically available, staff can focus on other daily program functions.
What are the risks of moving forward with the proposed solution?	(1) Any confidential documents contained in the LUP paper folders not meant for circulation could accidentally be made public (e.g., client-attorney privilege, enforcement, fee checks, staff notes from Commission deliberations). (2) Improper QC of digitized output could result in flawed scans. (3) Not having enough electronic storage space to house the files and taking on the (4) Insufficient knowledge of the state of our legacy collection could lead us to make incorrect assumptions and propose inadequate digitization solutions, resulting in flawed output needing additional work or rework in the future.

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6. Proposed Solution Costs

In this section, itemize the estimated costs for the proposed solution. The Lifecycle of the solution is how many years you plan to use the proposed solution before investing dollars in substantial upgrades or going back out to RFP. The maximum you can enter is 5 years unless you have received authorization from the CIO to have a longer lifecycle. The EPMO will assist with ADS resource cost estimates.

Lifecycle of Proposed Solution ***(Max is 5 years excluding implementation.)***			**Years**
Was a Request for Information (RFI) done?		SELECT	
Identify Cost Estimated Source	SecureShred and similar project comparisons		
Cost Estimates Entered By (Name/Role)			
Description of Costs		**Implementation Costs**	**Annual Operating**
Vendor Implementation/Installation/Configuration		$350,000.00	
Contracted Services for Project Management			
Other Contracted Professional Services for Implementation		$100,000.00	
ADS EPMO Project Oversight & Reporting		$2,000.00	
ADS EPMO Project Manager for Implementation		$12,000.00	
ADS EPMO Business Analyst for Implementation		$0.00	
ADS Enterprise Architect Staff for Implementation		$1,320.00	
ADS Security staff for Implementation		$6,000.00	
Other ADS IT Labor for Implementation		$15,000.00	
Software/Licenses			
Hosting		$3,000.00	$3,000.00
Hardware			
Equipment or Supplies		$8,000.00	
Vendor Annual Maintenance/Service Costs			
State IT Labor to Operate & Maintain the Solution			$2,000.00
Other Costs *(Please describe in section 10.)*			
Sub-Total Costs		$ 497,320.00	$5,000.00
Total Lifecycle Operating Cost			$0.00
Sub-Total IT Activity Costs			$497,320.00
Estimated Independent Review Cost			
Total Implementation			$497,320.00
Total IT Activity Costs			$497,320.00

Note - Please refer to your EPMO Portfolio Manager for ADS IT staff hourly rates.

New IT Activity Costs Summary (Enter Applicable State Fiscal Years)

	Implementation Costs		**Lifecycle Operating Costs**		
Fiscal Year	**Federal Funds**	**State Funds**	**Federal Funds**	**State Funds**	**Total**
SFY		$497,320.00			$497,320.00
SFY					$0.00
SFY					$0.00
SFY					$0.00
SFY					$0.00
SFY					$0.00
SFY					$0.00
TOTAL	$0.00	$497,320.00	$0.00	$0.00	$497,320.00

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Proposed Solution Costs to the State

% of Implementation Costs to be paid with State funds*	%
Total Implementation Costs to be paid with State funds	$ 0.00
% of Lifecycle Operating Costs to be paid with State funds*	%
Total Lifecycle Operating Costs to be paid with State funds	$ 0.00
Total IT Activity Costs to be paid with State funds	$ 0.00

Use an average if you expect the percentage to change from year to year.

7. Current Solution Costs

In this section detail the costs of the current solution. This is used to identify any potential cost savings to the State if the project is approved for implementation.

Description of Costs	Annual Operating
Software/Licenses	
Hosting Provider	
Hardware	
Equipment or Supplies	
State Labor to Operate & Maintain Current Solution**	
Vendor Annual Maintenance/Service Costs	
State labor costs to be <u>eliminated</u> as a result of automation provided by the new solution.	
Other Costs/Cost Avoidance (Please describe in section 10.) ***	
Total Annual Current Cost	$ 0.00
Total Current Lifecycle Cost	$ 0.00

Current Solution Costs to the State

% of Current Operating Costs paid for with State funds	%
Total Lifecycle Costs to be paid with State funds	$ 0.00

Please refer to your EPMO Portfolio Manager for ADS IT staff hourly rates.

***** IMPORTANT: Include <u>any</u> additional agency, department, or program costs to be eliminated, or reduced, once the new solution is implemented.***

8. Net Impact to State Costs

Cost	Dollar Amount
Proposed Solution Lifecycle Costs to be paid by the State	$ 0.00
Current Solution Lifecycle Costs to be paid by the State	$ 0.00
Net Change to State	$ 0.00

9. Budget Information

This section validates that the Agency's business office has budgeted for the costs associated with this project.

Are your Business Office & Commissioner aware of this project and the plans for funding it?	SELECT
If State funding is required do you have the money to pay for this year's costs out of your current fiscal year budget?	SELECT
If "No" to the above, what is your plan to obtain funding?	
Was the cost of this solution approved in your most recent budget submission to Finance & Management?	SELECT

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10. Comments and Additional Information

Please enter any additional comments or business justifications that should be taken into consideration. Also, please list out any applications/systems that will be impacted by this activity.

The following estimate allows NRB to scan Act250 files over a five-year period. This estimate factors resources available to execute the project successfully which includes vendor time, staff availability, and logistics due to COVID -19 to digitize and make available to the public and staff, all D5 & D7 LUP records from 1970 - 2017.

1 Vendor $350,000– for full projects (~5 yrs)
Equipment - $6,500 – 1 time expense
Supplies - $1,500 for full project (~5 yrs)
1 Temp $100,000 - records creation (5 yrs)
1 RIM Technician – costs already budgeted - preparation of folders and some large format scanning (5 yr assignment)
1 IT Project Manager - $12,000 (for 5 yrs)
BA – N/A = NRB worked with BA on smaller scanning project
ADS Security - $6,000 (for 5 yrs)
ADS labor to implement -$15,000 (for 5 yrs)
ADS Other - $9,000 (for 5 yrs)

Total Cost $500,000

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11. Review/Pre-Approvals

EPMO Portfolio Manager to verify the following pre-approvals have been received prior to sending for signature.

Role	Name	Date Approved
Requesting Agency/Department Finance Manager/Director		
Agency/Department IT Director		
Agency/Department Project Sponsor		
ADS Chief Technology Officer		
ADS Secretary/CIO		
EPMO Portfolio Manager Verifying Review Completed		

12. Final Approvals

Approver	eSignature/Date
Agency IT Director/Lead	
Agency Finance Lead	
ADS Chief Technology Officer	
Agency Secretary, Commissioner or Deputy, Division Director	
State CIO & ADS Secretary	