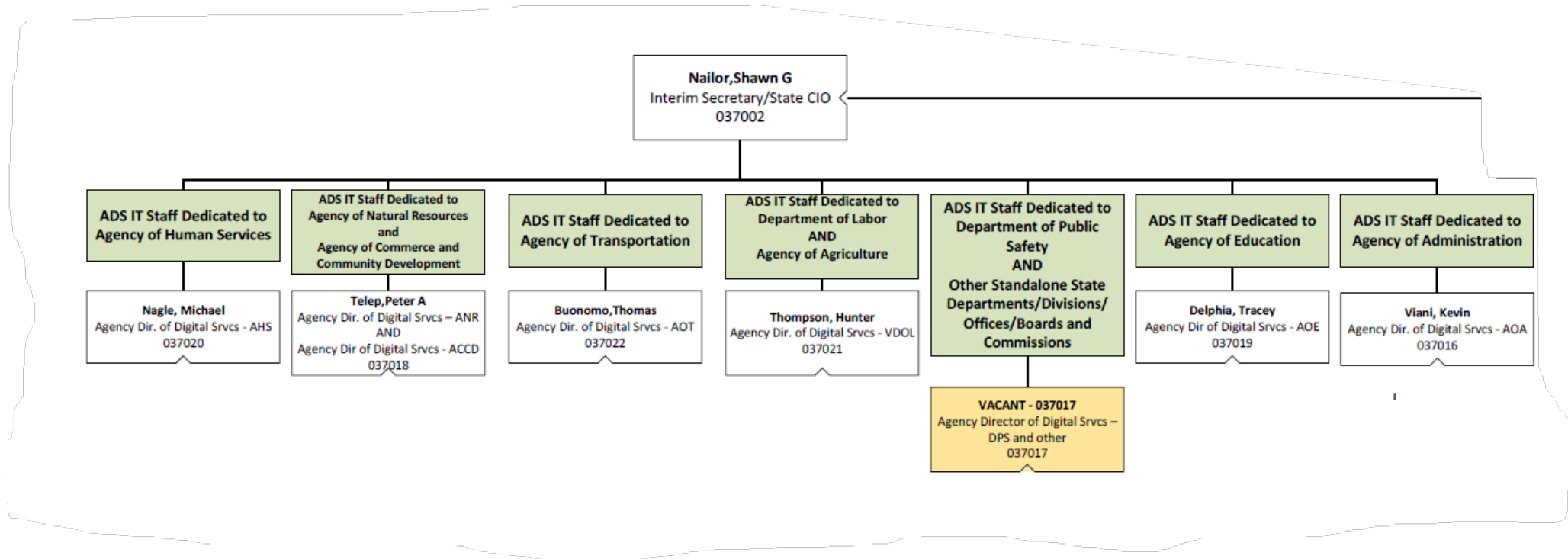# Agency of Digital Services Status Update

November 2022
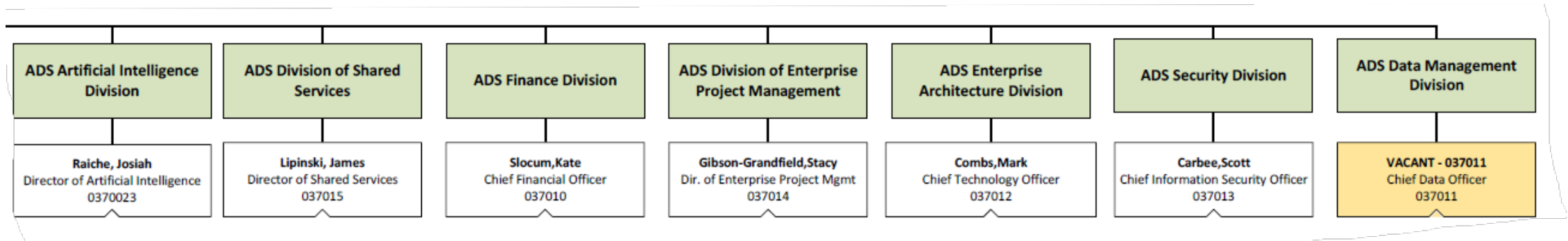
Shawn Nailor, Interim Secretary of ADS

ADS Agency IT Leads

ADS C-Office and Directors

ADS Artificial Intelligence Division	ADS Division of Shared Services	ADS Finance Division	ADS Division of Enterprise Project Management	ADS Enterprise Architecture Division	ADS Security Division	ADS Data Management Division
Raiche, Josiah Director of Artificial Intelligence 0370023	Lipinski, James Director of Shared Services 037015	Slocum,Kate Chief Financial Officer 037010	Gibson-Grandfield,Stacy Dir. of Enterprise Project Mgmt 037014	Combs,Mark Chief Technology Officer 037012	Carbee,Scott Chief Information Security Officer 037013	VACANT - 037011 Chief Data Officer 037011

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ADS 2022 Highlights

- Artificial Intelligence Division created
  - Josiah Raiche, AI Director

- Business Management Solution
  - ADS will use Apptio to gain insight into the total cost of our IT products and services, including projects, labor, the cloud, and infrastructure.

- Shared Services
  - Reduced the Costs of Virtual Desktops ($325k/year down to $135k/per year)

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ADS 2022 Highlights (Cont)

- Enterprise Architecture
  - 90% of servers out of ADS National Life Data-Center (migrations to Azure-Gov Cloud and TechVault-Williston).
  - Implemented ransomware protection for the ADS system/application backup solution, Rubrik. This State's system configuration has been certified by the vendor and provides a warranty of reimbursement (up to $5m)
  - the Q-Flow Customer Queueing and Online Scheduling systems to be 100% Cloud Hosted SaaS Solution
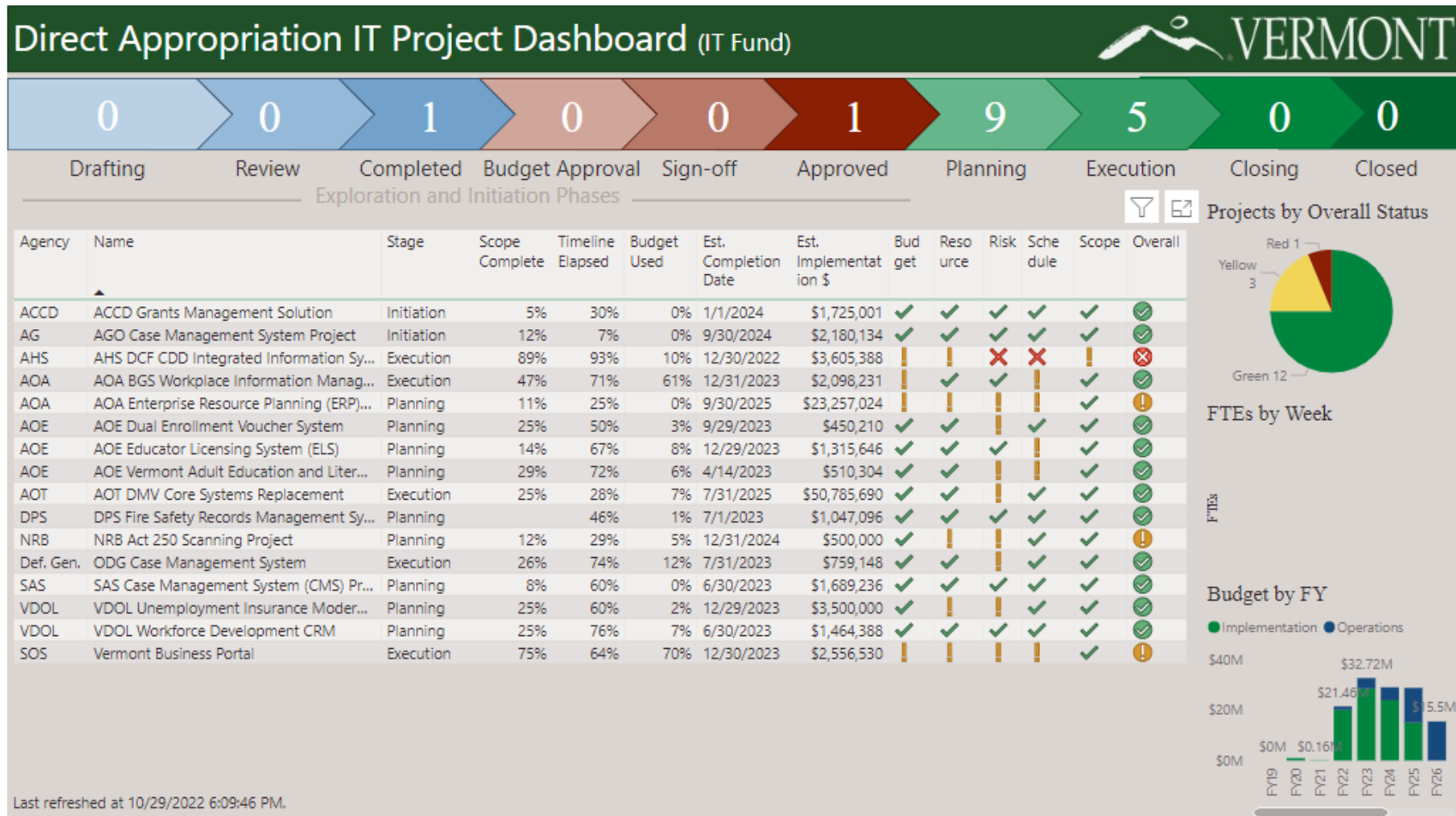
Introduction

Overall progress of these projects can be viewed on the Enterprise Project Management Office's website at the following link:

[Reporting Dashboards | Enterprise Project Management Office (vermont.gov)](vermont.gov)

For more information, please refer to the following slides.

Dashboard (as of 10/29/22)

ACCD Grants Management Solution

- Current Status: Initiation Phase, Risk Rating = GREEN
- 5% Complete
- Project initiation activities are in progress. Initiation activities include drafting the project schedule, charter, and project plan.
- A Request for Information process was completed in January 2022.
- A plan to issue a Request for Proposals for system implementation is planned for Winter 2023.

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AGO Case Management System Project

- Current Status: Initiation Phase, Risk Rating = GREEN

- 12% Complete

- Initiation activities include reviewing the charter draft, schedule draft, and architectural diagram for the solution.

- A Request for Proposals is planned for a December 2022 release.

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AHS DCF CDD Integrated Information System Project

- Current Status: Execution Phase, Risk Rating = RED
- 89% Complete
- The project status turned to red as the current implementation schedule (target 12/31/22) is no longer accurate.
  - The scope of the remaining development was redefined reprioritized.
  - The status of schedule was changed to red as the team worked to update current estimates of project closure. Additional development will require work continue into 2023.
- Resourcing continues to be a risk.

AOA BGS Workplace Information Management System Project

- Current Status: Execution Phase, Risk Rating = GREEN

- 47% Complete

- The Project Team has completed Phase 1 deferring a couple items to the end of the project and are now onto Phase 2.

- The schedule was updated to reflect a new completion date of 12/23to allow more time for integration work to be completed.

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AOA Enterprise Resource Planning (ERP) Project

- Current Status: Planning Phase, Risk Rating = <mark>YELLOW</mark>
- 11% Complete
- The overall rating for the project is yellow, primarily due to resource constraints/staffing shortages and the length of time to complete a Request for Proposals (RFP) from system implementation vendors.
  - The RFP has been reviewed and approved for positing by Deputy Secretary Farnham and Interim Secretary Nailor. The planned release of the RFP is the week of November 7, 2022.
  - ADS has contracted out for Project Management and Organizational Change Management services to augment staffing shortages in ADS.
  - The Business is seeking funding to backfill positions to support the project
- ADS has completed the purchase of Workday licenses for HCM, Budget, and Finance through the NASPO agreement. The purchase was completed in the Spring of 2022. This progress reduces concerns around inflation of costs for the Workday Platform.
- A separate RFP to procure professional services for a Business Transformation and Organizational Change Specialist is being drafted concurrently by DHR that will be held by AOA as this resource will be performing business related activities and support for the Agencies and Departments that will be moving from existing systems to Workday.

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AOE Dual Enrollment Voucher System Project

- Current Status: Planning Phase, Risk Rating = GREEN

- 25% Complete

- A Request for Proposal (RFP) for a systems implementation was approved for posting and was issued on 10/31/22. Final bid responses are due 12/2/22.

- Extension of current solution until 06/30/23 should allow ample time for implementation of a new solution.

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AOE Educator Licensing System (ELS)

- Current Status: Planning Phase, Risk Rating = GREEN
- 14% Complete
- RFP responses received October 24 and are in the process of being evaluated.
  - The release of the RFP was delayed one month due to modifications allowing COTS solutions in addition to a Salesforce/OnBase combination.
  - The impact of this change may be more than an additional month since the implementation timeline is unknown, keeping the schedule in yellow

AOE Vermont Adult Education and Literacy (AEL) Project

- Current Status: Planning Phase, Risk Rating = GREEN
- 29% Complete
- A contract with LPS has been executed.
- Project schedule had previously targeted execution of design, development and implementation beginning 9/15/2022, however, due to delays in contract negotiations, the revised kick-off date occurred on 10/26/2022.
- Go-live is still anticipated for 4/14/2023.

AOT DMV Core Systems Replacement Project (VT Trips)

- Current Status: Execution Phase, Risk Rating = <mark style="background-color:#00FF00">GREEN</mark>
- 25% Complete
- The VT DMV Vehicle Services (VS) project officially began on 6/13/22. The Vermont DMV VS Project will deliver an Integrated System to the Vermont Department of Motor Vehicles for the management of Vehicle Services functionality.
  - Release One (target 11/13/23):
    - Vehicle Services
      - vehicle titling, registration, and renewals;
      - impound records;
      - dealer licensing & regulation;
      - plate, decal, temporary and single-use permit inventory management and Point of Sale.
  - Release Two (target 5/30/25):
    - Driver Services.
      - issue & maintain driver's licenses & other identification;
      - support fraud detection, investigation, hearings, scheduling, and management, financial responsibility and the admin & reporting of driver restrictions, convictions, and other info related to driver improvement & control.

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DPS Fire Safety Records Management System Project

- Current Status: Planning Phase, Risk Rating = <mark>GREEN</mark>

- 15% Complete

- The project team has been working on documenting business requirements.

- A Request for Proposal (RFP) for vendor implementation is planned in December 2022.

- Penetration testing was not identified in the initial project IT ABC Form. The Project team is reviewing the recommendation for Penetration Testing and seeking approval for additional project funding this to occur later in the project.

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NRB Act 250 Scanning Project

- Current Status: Planning Phase, Risk Rating = <mark>YELLOW</mark>
- 12% Complete
- An RFP for the scanning preferred vendor was completed with contracts expected to be executed in mid-October. A low number of bids were received, and they were of low quality.
- The RFP will be reposted with a reduced scope and updated Non-Functional Requirements at that time. Contract execution is now expected by 2/24/23.

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ODG Case Management System Project

- Current Status: Execution Phase, Risk Rating = <mark style="background-color:#00FF00">GREEN</mark>
- 26% Complete
- Project kicked off July 8, 2022.
- This project is currently on track with completion expected in July 2023.
- Release one was completed 10/14/22. A second release is planned for 11/18/22 and is 43% complete.
- A newly recognized risk related to SharePoint storage functionality has been documented. Internal State discussions alongside State & Vendor discussions are ongoing to develop a mitigation and contingency plan related to this risk. The impacts of this risk have not occurred which is why the overall project risk rating is green.

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SAS Case Management System (CMS) Project

- Current Status: Planning Phase, Risk Rating = GREEN

- 10% Complete

- The Project team is working on a Request for Proposal (RFP) for system implementation.

- The team continues Joint Requirements Planning activities.

VDOL Unemployment Insurance Modernization Project

- Current Status: Planning Phase, Risk Rating = GREEN
- 25% Complete
- A Request for Proposals (RFP) for system implementation was posted
  - Three vendors will provide demonstrations beginning November 10.
  - Each vendor will have two three-hour sessions to demonstrate key Tax and Benefits functionality.
  - Solution recommendation targeted for late November.
- VDOL will begin recruiting to backfill the day-to-day operations positions as soon as possible.

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VDOL Workforce Development CRM Project

- Current Status: Planning Phase, Risk Rating = <mark>GREEN</mark>
- 25% Complete
- The Contract draft has been routed to the selected vendor for their initial review and feedback.
- Independent Review (IR) Kick Off meeting was completed with the contractor. All requested documentation has been provided to the contractor for the IR and the requested IR interviews are in the process of being scheduled.
- Additionally, the project team is scheduled to meet with VDOL SME's from across the state for their participation in the Requirements Gathering Sessions, scheduled to take place on 11/1, 11/2, and 11/3.

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Vermont Business Portal Project

- Current Status: Execution Phase, Risk Rating = <mark>YELLOW</mark>
- 75% Complete
- Since the last Legislative session development of the Business Portal is 75% complete.
- During that time, the implementation vendor experienced resource availability issues that caused significant delays in completing development activities. Since then, the vendor has been unable to appropriately staff the project.
- The ADS/Secretary of State (SOS) Leadership have determined the path forward to completing the SOS Corporations development work, data migration, and document management work that is outstanding.
- The team agreed to utilize existing funds to assign an ADS Business Analyst to conduct full requirements gathering for the SOS Corporations team and provide a gap analysis.
- The team will look to salvage and utilize what has been built on the Salesforce platform.
- Additionally, work continues setting up the OnBase and Content Composer environment to support the SOS document management needs.

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