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

From: John Matteis

Email: John.Matteis@ct.gov

Agency: Department of Labor
Project: eWage

Project Start Date: 8/1/2017

Project End Date: 5/1/2019

Project Manager: Liz McGregor

Total Funds Requested: $330,000

Total Funds Allotted to Agency: $330,000

Accumulative Total Capital Fund Expenditures to Date: $350,000

Brief Project Description/Summary:
The eWage Project would implement a cloud hosted, browser based, highly configured COTS case and document management system for Connecticut Department of Labor's (CTDOL) Wage & Workplace Standards Division (WWSD). WWSD has jurisdiction over the laws and regulations in employer-employee relationships. Unlike today, users only need a web browser to access eWage and the Public Portal from desktops, laptops, smartphones, and tablet devices. Customers who previously filed complaints via fax or paper would now access eWage to file a complaint. WWSD currently receive and respond to claims filed by applying a paper based process with Access databases. This new system would capture, manage, store, report, and centralize business information to keep data current, accurate and quality controlled. Current workflow processes are self-contained within antiquated Microsoft Access databases, dating back to 2003, primarily used as a "view only" tool and very restrictive in nature. Much of their work, including sensitive reports, resides in paper files. This new solution would allow better utilization of resources, eliminate waste, deliver services to customers with efficiency, while gaining greater data security.

List Project Goals and Deliverables Completed:
(Please provide a brief summary of the goals and deliverables that were implemented. Please reference the IT Capital Investment Brief for the initial goals of the projects.)
One of the project goals was to increase productivity, with a decrease in expenditures. There is a more efficient use of resources, greatly reducing the overall computer waiting time. The eWage system also eliminates paper files. Agents and Investigators are able to obtain information without going through clerical, which reduces the data entry need and also reduces postage and materials. With the ability to access cases, receive correspondence by electronic methods, action time on case files has been reduced. Customers are served more efficiently.

Project Replication Opportunities:
(Are there opportunities to repeat or leverage the project solution by other state agencies? Please provide a brief explanation.)
As this project is customized for the CT Wage and Workplace Standards Division, other CT state agencies may not find it beneficial to their specific needs.

Key Lessons Learned:
(Provide any lessons learned or experienced during this project that may be helpful to other agencies starting a similar project.)

What worked Well:

Having a date, time and place agreed at the starting point of this project for Weekly Status Meetings and Requirement Sessions helped for planning and resource commitment purposes.

Having a business resource with IT experience was very valuable as it helped transition the business needs to the solution, especially as there was very little IT involvement in this project.

Having work groups that did not involve too many resources helped expedite decision making

Status meetings were held weekly but they were kept short and on track. Agendas were set and distributed in advance.

It helped to review all of the required project deliverables with the vendor early in the project so they were prepared for that responsibility and could plan accordingly in order to provide them timely, when expected.

What would we change:

It would have been prudent to have explored the magnitude of this project at the onset to have a more realistic conception of the amount of time and resources that were needed to complete this customized solution.

The number of resources were not proportionate to the size of the project. Although the quality of the resources went a long way to compensate for the lack in number, it was still a large burden to put on a few people.

This project required a stable project sponsor to make business decisions at that higher level. The sponsor role changed five times throughout the duration of this project, which was unavoidable.