

Information Technology Capital Investment Program  
Project Close Out Report

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

**From:** Réal Lavigne

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**Agency:** Department of Revenue Services

**Project:** Mobile Technology - Mobile Revenue Collection

**Project Start Date:** 10/1/2014



**Project End Date:** 6/30/2019



**Project Manager:** Eric Wehger

**Total Funds Requested:** \$79,275

**Total Funds Allotted to Agency:** \$79,275

**Accumulative Total Capital Fund Expenditures to Date:** \$68,542

**Brief Project Description/Summary:**

Modernize how the DRS collects revenue by introducing mobile technology to eliminate insecure manual revenue collection practices. Currently, our field collectors write down payment information of businesses and must return to the DRS before the money can be deposited. Collectors cannot access business account information because they do not have access to our computer tax system. We are looking to establish a medium that supports mobile access for our collection needs.

**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.)*

Prior to shutting down the project, the following was completed.

A prototype was created in order to demonstrate the capabilities of using tablets and mobile phones as a platform for the field collections group.

Installed and upgraded all the software componets in order to integrate the mobile application software with the the leagacy front-end application servers. A hold was placed during the agencies move from 25 Sigourney to 450 Columbus.

Technical issues with performance required additional upgrades and platform changes to the applications front-end processors.

**Project Replication Opportunities:**

*(Are there opportunities to repeat or leverage the project solution by other state agencies? Please provide a brief explanation.)*

No, This project was not fully completed because of the difficulties and delays of integrating modern technologies into a legacy application.

**Key Lessons Learned:**

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

Several lessons learned from this experience were:

Better understanding and technical review of integrating new technologies into outdated applications could have prevented delays.

Ensuring that all the necessary software for integration are at the correct release levels in order to avoid upgrading multiple products and testing the upgrades prior to beginning the integrations.

More business user involvement to better understand the requirements for building the desired mobile environment. Ultimately the solution was accomplished with the delivery of Laptops, mobile phones and access to credit card scanners.