

Office of Major Projects



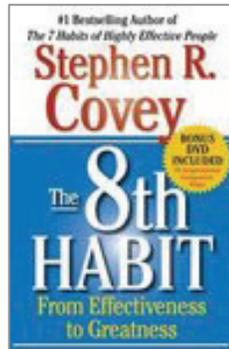
Vision: Provide consistent quality leadership in project management using industry best practices. Enhance the acceptance of cultural and technological change to maximize the benefits of major projects.

“The 8th Habit” and DTI...

Highlights

8th Habit and DTI
Project Management
Quality Assurance
Enterprise Architecture
OMP Happenings!
Change Management
ERP Service Delivery
Systems Engineering
Application Delivery
Recognition
Projects

As many of you know, there has been a team of DTI people who have been actively involved in a series of lunchtime discussions for the past several months. Those discussions were centered on the popular book by Steven Covey entitled “The 8th Habit”. You will see this book referenced at many leadership conferences these days because of its focus on the challenges and complexities we all face in building relationships at work.



When DTI was charged with creating a brand new IT department, it was not only faced with defining the goals of the department by developing technology standards, implementing new and/or improved processes (such as the Business Case and iTIC); it was also faced with a significant workload of new and existing projects and with immediately enhancing the physical security and reliability of the facility. All of this (and much more) was to be accomplished with a mixed staff of new employees and former OIS employees; employees from the private sector, contractors who became permanent state employees, and previous merit system employees. A new compensation plan was developed and all of the employees were to have performance plans in place that would allow them to be appropriately

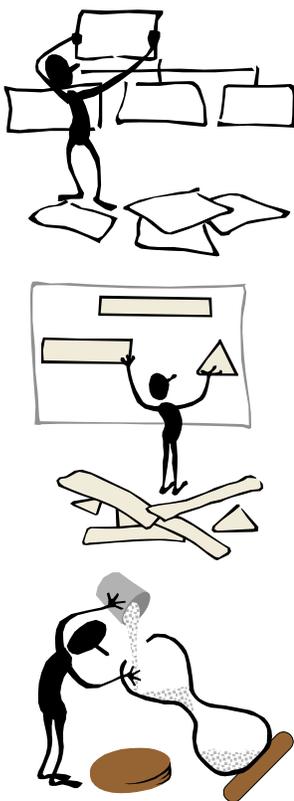
rewarded based upon their individual performance. Under this new structure, being effective as individuals and as a new organization was not an option. *What a daunting task!!*

From my perspective, reviewing Covey’s book, chapter by chapter and week by week, helped create a turning point for DTI in terms of creating an environment where open communication is encouraged; where the atmosphere of trust is becoming the “norm”; and where each individual is recognized as a valuable employee who has the ability to make a difference.

Although the lunchtime discussions are over for this particular group, we are currently formulating plans with the intent of keeping this principle-based culture alive and well at DTI. Because our world is fast-paced, complex, and “noisy”, the key to our survival will be through the relationships that we build, the team spirit that we nurture, and the trust and mutual respect that we develop across our teams.

I would like to thank everyone (who gave up numerous lunch hours) for their dedication and commitment to making DTI a great place to work. I know the time you gave up was valuable but it was time well spent!

*Lynn Hersey Miller
DTI Chief Program Officer*



Mission Statement:

“In synergy with DTI’s mission, provide Diligent, Measurable and Practicable technology solutions for the State of Delaware. Under guidelines of the CIO, Major Projects builds economical and efficient technology solutions that enable the State of Delaware to serve, protect, and communicate effectively with its citizens.”

Project Management

TECHNOLOGY MANAGEMENT

EMERGING TECHNOLOGIES THROUGH THE LENS OF INNOVATION THEORY

The biggest challenge that keeps many Technology officers burning the midnight oil is “What is the next big thing? How will it impact my operations?” This is not a mystery, since predicting the future is always a combination of research, interpretation, and chance.



Many researchers have spent countless hours devising theories, which may help the rest to master the uncertainties of the future.

Harvard Business School's Professor Clayton M. Christensen's research on the *Innovation Theory* provides a valuable contribution towards finding answers in predicting the future.

This article is not a research paper, but introduces the theories and how to apply them to some of the challenges we face with ever changing technology.

Three theories of the Christensen Innovation are:

1. Distributive Innovation Theory
2. RPV Theory (resources, process, and value)
3. Value Chain Evolution Theory

Distributive Innovation Theory

This theory has two components:

- Sustaining Innovation – where the products or services are improved incrementally
- Disruptive Innovation – where innovations are radical and bring a new concept

A good example of the Distributive Innovation Theory is the radical change of DOS to Windows, whereas, later versions of Windows are sustaining innovations. The Sony Transistor Radio and Apple iPod are disruptive innovations that caught incumbents unguarded. The theory explains further why incumbents are always susceptible to disruptive innovation in comparison to sustaining innovation.

This is an important point all CTOs, Technologists, and Architects need to keep in mind when they set directions for their respective organizations.

Since sustaining innovations are incremental along the trajectory of current product or service objectives, it is easily predictable and very easy to respond to these innovations.

The disruptive technological innovations growth is the one we need to be wary of, since their attack on current services and product lines are so drastic and so quick, it creates a mini chaos every time.

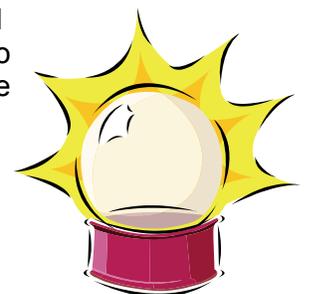
The browser-based internet is a classic radical innovation which shaped the 90s from isolated self-contained local information islands into an interconnected, interdependent world-wide monster. At first sight, it is a classic business solution tool, where the sky is the only limit for productivity growth and it broke all communication barriers. Given its rapid growth, organizations started scrambling to convert their existing client/server business model to a browser-based Internet model which contributed to the



'dot' com bust. This is only one part of the story; the real problem to organizations is the result of the enormous popularity it attracted for all sorts of business solutions; which in turn, precipitated into making the 'www' a security risk.

The organization, architects, and technologists are all forced to react to an environment where they are pushed to an unenviable circumstance. They then need to find a balance between connectivity and security. This created a whole new industry and reshaped the early 21st century information technology world.

In a series of articles, we will go through the remaining two theories and try to predict the future and its impact on the world.



Quality Assurance

QUALITY FOR MAJOR PROJECTS (Q4MP)

October is recognized as National Quality Month. In line with the DTI strategic goals of “Enhanced Project Management” and “Collaborative Solutions”, the DTI ERP Team embarked on an initiative to strengthen its quality efforts. As a result, the DTI Major Projects Team will promote quality awareness and celebrate our recent achievements in conjunction with National Quality Month.

This year, the DTI Major Projects Team will ‘pilot’ this event. Hopefully by next year, we can plan to celebrate on a larger scale with other DTI Teams in recognition of National Quality Month. See below for the Quality Month activities planned for the team. For more information on the DTI Major Projects Quality Month, please contact [Kathy Donovan](#).

Building quality into products, services, and related processes goes a long way in customer satisfaction and minimizing re-work. Quality is an evolutionary process that involves certain steps to ensure success:

- Quality awareness
- Adaptation
- Expansion
- Culture
- Way of life

“Way of Life” implies a mindset of effecting and sustaining quality through continuous improvement. The DTI ERP Team recognizes that successful integration of quality into products and delivery of services will be more readily attainable when all technical and functional staff share the responsibility of making it a “way of life”.

ERP QA Achievements:

- Quality Reviews (continuous)
- Outreach to Teams (continuous)
- Strategic Plan (pending review/approval)
- Quality Initiative Roadmap (pending review/approval)
- Metric Study (published)
- Root-Cause Analysis (in progress)
- Test Tool Evaluation (in progress)
- Quality Month Planning (in progress)

In October, there are various activities planned for the DTI Major Projects Team to celebrate Quality Month.		
SEPTEMBER		
9/19	Major Projects Team Meeting	Quality Month Announcements
OCTOBER		
10/10	DE IT Conference	Sheraton, Dover
10/11	Major Projects Team Meeting	Quality Month Events
		Poster Winner Announcement
		Slogan Winner Announcement
		Q4MP Idol Contest
10/13	DQP Workshop	DHSS, Blue Hen
10/18	Verification & Validation	Presentation-DTI ERP Team
10/25	Quality Circle & Problem Solving	Presentation-DTI ERP Team
10/31	Quality Month-ending Celebration	PHRST Conference Room



Enterprise Architecture Program

DELAWARE ENTERPRISE ARCHITECTURE LIFECYCLE (DEAL)

In our last newsletter article we discussed the goals, objectives, and benefits of DEAL. In this article we would like to focus on the goal of promoting collaboration between business and Information Technology (IT). This will require a rich understanding of current and future directions of information technology and business within the State.

Understanding the business of the State

In order to best serve the citizens of Delaware, the IT community must understand the business of the State and how it is organized. One approach that is currently being used in other organizations is to create an enterprise business model. DEAL is leading an effort to draft a document for Delaware based on the work done at the Commonwealth of Virginia. This document will describe our Lines of Business, including operations and services for the citizen, **independent** of the organizations that perform them.

Delaware Lines of Business are broken into four business areas. Each line of business is sub-

sequentially broken into business functions like community/regional development and veteran services. Logically, there are over 150 discrete business functions within Delaware.

Since IT exists to support the business of the State, it is also important for IT professionals to understand which organizations manage and deliver services for the various business functions. Via this understanding, our IT community will be in a better position to plan and deploy information technology. Currently, DEAL is working on a draft document that will associate organizations with business functions which will then be validated by the organizations.

Information Technology

To reach the goal of effective collaboration between business and IT, the IT community needs to know where it is headed. An effort has been underway for the past several months to create a 'Statewide IT Strategic Plan'. This plan explores

Continued on next page

Delaware's Lines of Business

Community & Social Services Consumer Protection Correctional Activities Defense & Delaware Security Economic Development Education Electoral Services Emergency & Disaster Mgt. Energy Environmental Management	Services to Citizens	Health Homeland Security Income Security Law Enforcement Legislative Representation Litigation & Judicial Activities Natural Resources Transportation Unclaimed Property Workforce Management
Government Service Delivery Direct Services for Citizens Knowledge Creation & Mgt. Public Goods Creation & Mgt. Regulatory Compliance & Enforcement	Mode of Delivery	Financial Vehicles
Controls and Oversight General Government Internal Risk Mgt. & Mitigation Legislative Relations	Support Delivery of Services	Planning and Resource Allocation Public Affairs Regulatory Development Revenue Collection Revenue Generation
Administrative Management Financial Management	Management of Government Resources	Human Resource Management Information & Technology Mgt Supply Chain Management

Continued from previous page

how business trends and goals are driving investments in various areas of technology. For example, organizations are requesting and partnering to obtain more and more information from other State and non-State organizations, which is driving the standardization of technology that manages and secures the exchange of information. For that reason, web services are receiving a lot of attention.

Another Statewide effort is looking in depth at the current and future state of integration. This team of experienced IT professionals from across the State, led by Jitendra Rawal, is meeting monthly to discuss and explore current and future challenges and opportunities for sharing information. One of the team’s many challenges will be to understand the concept of ‘Service Oriented Architecture’ and determine how it will influence integration efforts in the future.

Collaboration

To achieve any level of improvement in the collaboration between business and IT will require the active input from professionals in those areas. Thus, we earnestly seek your time and thoughts on these various initiatives.

Enterprise Business Model

 DTI_EA_CMT@state.de.us

Statewide IT Strategic Plan

 anthony.collins@state.de.us

Integration Team

 jitendra.rawal@state.de.us

For additional information, contact:
DTI_EA_CMT@state.de.us



Application Delivery

Joan Domingo
Faith San Diego
Tricia Anne Saunders (from SE Team)
Kim Cloud (from Major Projects Team)
Myrtle Jubilee (from Business Office Team)

Change Management

Gail McGlashan

Project Management

Sudhindra Chintalapati
Heidi Dukes – DTI/ERP Sr. Project Leader

Systems Engineering

Walter Finnerty
Joe Messineo (from DC&O)

CPO Office

Sharon Seifert (from Business Office Team)

On August 10th, **Brian Dawson** earned the title – “Proud New Father” of Tucker Brian Dawson.

And, in September – Brian joined the Sr. Project Team at DTI as the Project Manager for the EPM (Enterprise Project Management) Project.



**Application Delivery - Managers
“Shakers and Movers”**

Paulette Bowe	Financial Systems
Ernie Chizmar	DELJIS
Karen Esposito	Enterprise Services
Lisa Lewis	DMV
John Trabaudo	Executive Branch

Steve Bailey, in Systems Engineering, recently did some outstanding video work for the COO. Great job, Steve!



Change Management

DTI CHANGE MANAGEMENT READINESS METHODOLOGY

An essential component of DTI's Change Management strategy is *Readiness*. It involves analyzing an organization to identify the current state and the future state and identifying what is required to move from one state to the other. The project will identify all functional impacts related to the end user as a result of the major project implementation. These functional impacts will be noted in the ***Functional Impacts Spreadsheet***. The purpose of this document is to identify those areas that will have an impact on the end-users.

The categories are:

- Process change(s) with overall business impact
- New Roles for accomplishing an existing task
- New functionality for accomplishing an existing task
- Timeline change(s) for accomplishing existing task
- Different integration or interaction with people
- New information available (online or report)
- New technology required

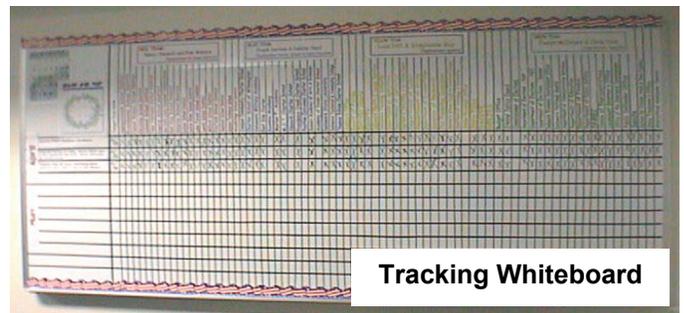
The process involves determining tasks that prepare, or ready, the organization for successful system implementation. The tasks are completed by the organization, tracked by the Change Management Team and reported to the Executive Sponsor(s) in order to ensure project success.

The Change Management Lead lists and tracks the activities organizations need to complete prior to system implementation in order to "ready" for a successful "go-live" of the project. This effort identifies specific dates by which these activities must be completed. Readiness activities are identified and then documented on a Master Readiness Spreadsheet. Items are grouped in, but not limited to, the following

categories:

- Hardware/Software
- Business Process/Forms/Policies & Procedures Training
- Conversion
- Security
- Employee Roles and Responsibilities

As each month approaches, the DTI Change Management Lead pulls activities off the Master Readiness Spreadsheet and includes them in a Monthly Checklist. These checklists are sent to a central contact person (called the Change Coordinator) in each organization involved, for distribution to the appropriate resource to complete. It could be a task for a Network Administrator, Webmaster, or other vital IT resource; depending on the nature of the project. Once a completed checklist is received, the Change Management Lead records the results on the Master Readiness Tracking Spreadsheet, the Tracking Whiteboard residing at the project site, and the Readiness Reporting Document that is presented at the monthly Executive Sponsor meetings.

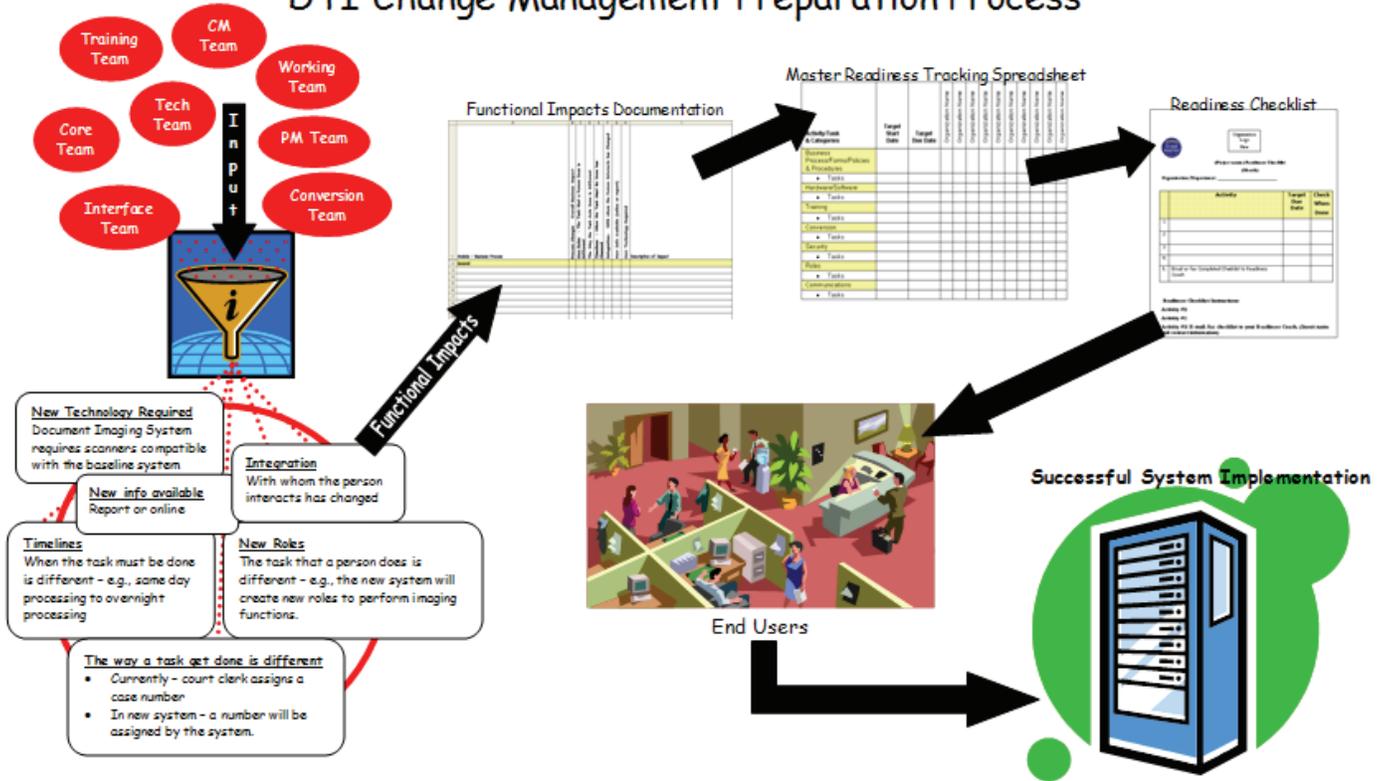


In the past, DTI's Change Management Team dealt mainly with the State's ERP projects and a few other 'major' projects. We are now involved with any and all DTI IT projects that require our assistance. Each team within DTI has begun to utilize the Change Coordinator resource for projects involving our own agency and we are excited about that!

More information about the *Readiness* piece of our Change Management strategy is available at <http://dti.delaware.gov/majorproj/standards.shtml>.

(See Functional Impacts process flow – next page)

DTI Change Management Preparation Process



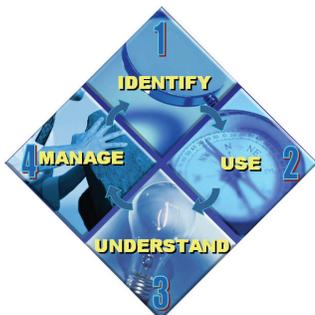
Stacey Sowers and Nancy Erwin recently completed the MSCEIT™ Certification Workshop and qualified for administering the Mayer-Salovey-Caruso Emotional Intelligence Test (MSCEIT™) and providing feedback sessions. EI Skills Group is a research-based and application-focused organization that provides approaches, materials, and assessments that include emotions and intelligence in their training and certification workshop.

This intensive 3-Day workshop included online pre-work (MSCEIT™ course), practical applications, the most up-to-date course materials, the latest research, access to custom feedback materials, and post-workshop support. Featured in the course is the ability-based model of Emotional Intelligence (EI) that includes *Identify Emotions*, *Use Emotions*, *Understand Emotions*, and *Manage Emotions*. The ability approach to EI views EI as a real intelligence (hard skills) that work with emotions. The MSCEIT™ test, report, feedback tools, and processes are used in coaching, training facilitation, and leadership/team-building.

To complete this certification, Stacey and Nancy participated in many inter-active/role-playing scenarios with their fellow Workshop attendees, a globally-diverse group representing five of the seven continents.

Newsletter Contributors:

Tony Collins
 Kathy Dahl
 Kathy Donovan
 Nancy Erwin
 Lynn Hersey-Miller
 Mike Malik
 Pn Narayanan
 Kamlesh Sheth
 Pam Waters



Enterprise Resource Planning (ERP) Service Delivery

In recent months, the ERP Service Delivery staff has continually made progress with the ERP processes in an effort to improve our productivity, quality, and results. The Quality Assurance (QA) Team refined our System Development Life Cycle (SDLC) templates, clarifying and streamlining processes, and beginning to measure our activities.

For Quarter 3, ERP Service Delivery, working closely with many DTI teams, reached several milestones for PHRST, First State Financials (FSF), and the Delaware Transit Corporation (DTC) production.



SIGNIFICANT MILESTONES:

- PHRST Disaster Recovery test was successfully conducted and completed within allowable time. This is a significant step forward for PHRST and for the State of Delaware. This event was a 'major milestone' for ERP and the client/server environment supported by DTI.
- Successfully applied the Salary increase for state employees effective July 1 as approved by the General Assembly. The new program was developed to meet requirements with specific conditions, such as – the Program must accommodate a length of service requirement and feather a flat amount increase.

OTHER MILESTONES:

- Delaware Transit Corporation – upgraded their PeopleSoft HRMS application from release 8.01 to 8.9.
- Benefits Open Enrollment 2006 – Employees were able to access Open Enrollment through Self Service. Confirmation Statements for 30,000 employees were printed at DTI and mailed to employees.
- Delaware Custom Leave Process – Successfully fulfilled new leave plan requirements for the Phased Rollout of the Time & Labor implementation.



The DTI ERP Financials team is almost fully staffed. There are still 2 developer vacancies and a security administrator vacancy. Maximus is the vendor hired to implement Financials and integrate

PHRST. Their team is onsite and busy completing a 30-day analysis of PHRST to determine the level of integration complexity and the possibility of upgrading PHRST to version 8.9. They will also be recommending a path forward for the Time and Labor project.

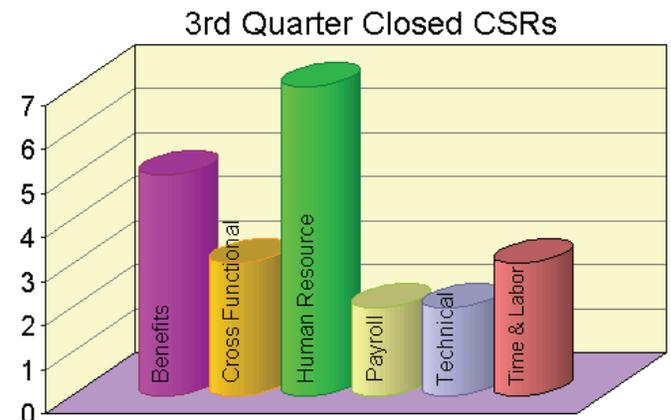
Time & Labor (T&L) Project Team

The T&L Project Team is conducting Workshops for the remaining non-T&L organizations. They analyzed the PHRST data to identify and produce Data Cleanup Exception Reports and to classify the data for Time Reporting and Leave Accrual configuration purposes. Leave related questionnaires were sent to the non-T&L organizations and responses received assisted the Benefits Team in Leave Plan configuration.



CUSTOMER SERVICE REQUEST (CSR):

During the 3rd quarter of 2006, the ERP Team successfully completed 22 CSRs, Fiscal Year Startup, Open Enrollment, and applied the tax update, while continuing with stabilizing T&L Phase III rollout.



Continued from previous page

ERP Service Delivery (con't):

As the ERP Team continues to address outstanding work efforts, part of their assignment is to update programming, technical, and operational documentation.

Quality Assurance (QA)

The Quality Assurance Team is moving forward with some of the QA recommendations from the Re@lity Corporation study. The first ever PHRST Metrics Study from the first and second quarters of 2006 was presented by the QA Metrics Team (Kimberly Cahill and Clayton Wilson). The areas of the study included:

- Actual vs Planned
- Changes to Requirements
- Iterations of User Acceptance Testing
- Iterations of Technical QA

The next step is to work on recommendations and the path forward.

Highlights for the 4th Quarter (2006):

- HRMS Bundles, fixes, and tax updates
- Prepare for upcoming DelTech local Benefits Open Enrollment
- Prepare for Flexible Spending Account Open Enrollment
- Maximus 30-day analysis
The ERP Team in conjunction with the PHRST Functional Team is focusing on completing the 3rd quarter CSRs and preparing Modification Logs and necessary documents requested by Maximus for their 30-day analysis of the PHRST.



*Together...
anything
can
happen!!*

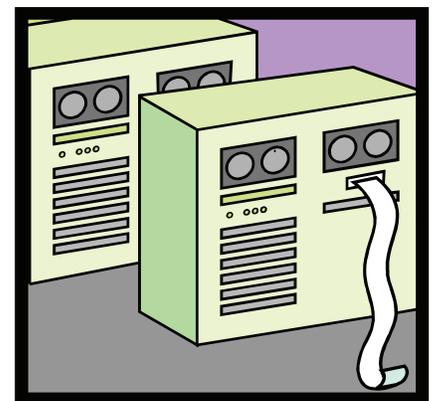
Systems Engineering

REVITALIZING THE MAINFRAME

The Systems Engineering Mainframe Group has been charged with developing a comprehensive plan for the mainframe that will ensure that it remains a viable mission critical platform.

The team is approaching this comprehensive plan with several objectives:

- 1. Attract a new generation of IT professionals.**
The IT skills used on the mainframe are based on over 50 years of experience. IT professionals from a server background are now learning that working with the mainframe is much like working with servers.
- 2. Expand the use of the mainframe.**
The mainframe supports standard Linux servers. We will be evaluating applications; such as WebSphere, Apache, and Oracle running on the mainframe under Linux.
- 3. Take mainframe availability to a higher level.**
We can eliminate downtime "IPL or rebooting" by reengineering the mainframe and adopting software solutions like "parallel sysplex" which can eliminate many of the scheduled outages that exist today.
- 4. Revitalize our mainframe applications.**
We are working with the application developers on integrating the latest in web development technology, SOA, and web services into our existing mainframe applications.
- 5. Standardize the two DTI mainframes.**
We have a mainframe at our two data centers in Dover and New Castle. We are working to standardize the structure and tools on both mainframes.



Application Delivery

WHAT'S UP IN APPS???

Apps Delivery continues to be a busy place with a diverse list of accomplishments. In addition to our usual application development and support work (releasing major changes to eCorp, Elections, DELJIS, DMV, implementing new scheduling functionality at the Vets Cemetery for Funeral Directors, executing an amazingly smooth year-end closing of DFMS, supporting the new XML firewall... and much, much more); we've also been working as a team on our Mission, Vision, and goals.

Application Delivery Vision

Excellence in delivery of software applications and services.

Application Delivery Mission

To assure, by our leadership, methodology, and technical proficiency, the deployment of high quality application solutions that support the State's strategic mission.

So many good ideas came out of the Mission/Vision meetings that we continued this week, foregoing the usual monthly meeting format in favor of a team activity. We used our Mission and Vision, the six DTI strategic goals and our current performance scorecards, and are now going to modify and realign the

activities and goals on those scorecards. Although our scorecards are already based on the DTI goals, our team feels that we can add specificity and even more clearly articulate how what we do contributes to the overall DTI goals and objectives. The session this week went very well, and I'm sure that by the end of September, we will have some revisions to our scorecards that have everyone's support, and we will be even more committed to both team and individual achievement of common goals.

What else have we been doing?

Well, we are using our Superstars Board to recognize when a teammate does something good; posting our first quarter metrics in a visible location; documenting processes and working on several high visibility cross-team efforts; many of us have been in the "8th Habit" book club and have shared its lessons with the team; and if that's not enough, we have been having some fun as a team as well. If you're working at William Penn, you may have seen us outside for our monthly lunchtime

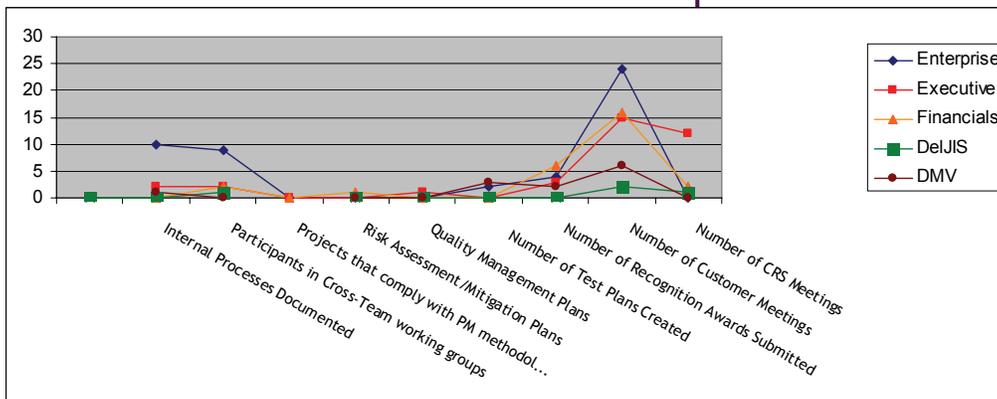


events – so far, we've had a remote-control car road race (winner – Reagan Paquette), a **lateral thinking puzzle** challenge (if you think this sounds dull, you should have heard the yelling!), and our most recent event was a

Rock/Paper/Scissors tournament (winner – Pari Viswanath). If you're up to the challenge, Pari is ready to take on other bracket winners from across DTI!



We're anxious to report our metrics for the next quarter, looking for more of that continuous improvement we talked about last issue. But, we'll continue to balance our work with some fun, so stay tuned – we're just getting started!



Lateral thinking:

A man pushing his car stopped outside a hotel. As soon as he got there, he knew he was bankrupt. Why? (You may ask questions trying to get to the reason, but only those that have a yes/no answer). Unless you can convince someone from the Apps Team to tell you, you'll have to wait and get the answer here next time...

Our Team: Recognition



CPO Division Employee of the 2nd Quarter
(April – June 2006)

- **Rao Isukapalli**
Project Management Team



CPO/COO Division Teams of the 2nd Quarter
(April – June 2006)

Recognition Team

- **Cindy Bray, Heidi Dukes, Julie Moran, Karen Esposito, Nancy Erwin, Pam Waters, Phil Mast** (CPO)
- **Tony Lazzaro, Dale Abbott, Richard Reynolds, Terri Littlefield, Dawn Hill, Kim Thornton** (COO)

DTI Newsletter Team

- **Cheryl Wright, Linda Opdyke, Debbie Abbott, Terry Ann Reed, Tony Marge**
- **Kim Thornton**



Team Leader Employee of the Month

June 2006

- **Brad Dukes**
Application Delivery Team
- **Nancy Erwin**
Change Management Team
- **Cheryl Wright**
Project Management Team
- **Joe DiRenza**
Systems Engineering Team



July 2006

- **Cindy Bray**
Change Management Team
- **Kimberly Cahill**
Project Management Team
- **Brett Williams**
Systems Engineering Team

August 2006

- **Percy Navarro**
Application Delivery Team
- **Dave Martin**
Systems Engineering Team



KUDOS



July 2006:

- **Kamlesh, Hemanth, Rao, Stephen B., Brian D.**

August 2006:

- **Stephen B., Heidi, Hemanth, Humair, Rose, Kamlesh, Chocks, Karen E., PN, Cheryl W.**

June 2006

- **Anne A.**



July 2006

- **Crystal, Durk, Reagan, Percy, Charles, Cindy B., Jim H., Jitendra, Terry Ann, Tony M., Cheryl W.**

August 2006

- **Heidi, Kamlesh, Al, Julie, Percy**



January-June 2006

Nominees

Charles Campbell-King
Donna Fortner

Nominators

Kathy Dahl
Janet Villamor
Karen Esposito
Joe Messineo



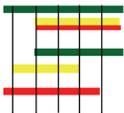
The Office of Major Projects is involved in a wide range of initiatives:



Time and Labor: Currently there are approximately 40 separate time reporting and leave accounting systems in the state. The phased-in implementation of PeopleSoft Time & Labor (T&L) will gradually eliminate these stand-alone systems and allow for statewide standardized reporting of time. T&L Rollout Phase 4 planning and requirement workshops are underway.



Statewide Financial Reengineering: Part of the State's 5-year ERP Plan calls for the implementation of PeopleSoft Financials. This system would replace several legacy systems that are not aging well! In preparation for the implementation of industry best practices, the state will reengineer many of its existing business processes. The vendor, Maximus, started officially on September 6th with a 30-day PHRST integration analysis.



eGovernment: Members of the eGov Core Committee are participating in information gathering sessions with the Identity Access Management Project team. The goal is to provide input on current and future authentication and authorization needs. This will assist in building the framework with the identity access suite that will be utilized by all organizations.



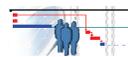
Courts Organized to Serve (COTS): This is an initiative of the Delaware Judiciary aimed at acquiring a new, integrated automated case management system for use by the Courts and several partner agencies. This is a multi-year project that will be implemented in eight phases. The Phase I "go live" date is scheduled for November 1 and will be a pilot for three Justice of the Peace courts. The second phase has been rescheduled for March 2007.



Server Infrastructure Cleanup Program: This internal DTI Program has been split into 19 projects, 13 of which are being managed by Systems Engineering (SE). Since the last update, four of the SE projects have been completed (six total), and all others are in the build phase. The expectation is that five projects will be completed within the next month. The other two projects are still on track to be completed by 12/31. One more server has been retired, making a total of eight. One server has been cleaned and properly firewalled.



Delaware State Police CAD System: The CAD (Computer Aided Dispatch) project is on schedule to upgrade seven of the nine PSAP's systems from an old AS-400 based system to a local client/server based system at each PSAP. Phase II of this project, if funded by the E911 Board, will allow for each of the PSAPs to be on a common network with a master site server for data sharing. Delaware State Police is managing this project, with DTI Office of Major Projects providing oversight. Wilmington Fire is now live and Kent County Fire and Kentcom are scheduled for January 2007. Newark may be scheduled for January also.



Enterprise Project Management (EPM): DTI recently embarked on this project to implement a robust project management tool (Microsoft Enterprise Server). Project managers participating in the pilot phase of EPM continue to add new projects and involve various team members. A new project manager has taken over this project and is working on a revised schedule to accommodate the Project Management process integration into the EPM tool.



Technology Investment Management System (TIMS): This system is currently in production. As with many applications that replace legacy systems, the adjustment is more difficult for end-users due to the change. The project team is working with each end-user on a case by case basis to facilitate the transition.



Peregrine Upgrade & Enhancements: The Peregrine application has provided DTI with many opportunities to streamline and automate processes, leverage shared data, decrease cycle time and ensure best practices. This project continues this effort, branching out into other areas that can benefit from the software. The project will automate security forms, upgrade the current hardware and software, and add web components for internal and external accessibility. A new project manager took over this project and is working with two pilot agencies. The expected timeframe for rollout is early October.



800MHz Next Generation: Kent County radio equipment has arrived in-state, however site development on 4 of the sites are pending the outcome of the Design-Build Procurement activity being managed by DFM. The Hockessin site is live, City of Wilmington will be cut-over into the State system in October and the Dover Police Department site has been completed, pending T1 acquisition.