



Technology Investment Council



State of Delaware
Technology Investment Council Meeting Minutes
December 13, 2011

Technology Investment Council Attendees

Name	Organization	Attendance	Represented by
James Sills	DTI	Present	
Russ Larson	Controller General	Present	
Ann Visalli	OMB Director	Represented	Kevin Sclesky
Dr. Lillian Lowery	DOE	Represented	Karen Field Rogers
Myron Steele	Chief Justice	Represented	Pat Griffin
James Canalichio	Dixon Valve & Coupling Company	Present	
Dan Grim	University of Delaware	Present	
Carlos Vieira	Bank of America	Present	
Kris Younger	82 North LLC	Not Present	
Glenn Tascione	Barclay's Bank	Present	

Call to Order:

On behalf of Secretary Sills, Bill Hickox called the meeting to order at approximately 9:00 am.

Welcome:

Bill Hickox welcomed everyone, and introductions were made at the Dover and Wilmington Video Teleconference (VTC) locations. TIC members' attendance was noted, as shown in the above table. Others in attendance included DTI Senior Staff, DTI Team Leaders, DOS Representative, IRM Council Representative, DTI Customer Relationship Specialists, DTI Project Managers, Director of GSS, Director of GIC, NIC Representative, Legislative Analysts, and Major Project Managers/Sponsors from DHSS, Courts, and DCYFS.

Old Business:

Bill Hickox asked if all the members received and reviewed the September 13, 2011 TIC meeting minutes and requested a motion to approve them. With no comments or questions, Russ Larson made a motion to approve the minutes as written, and Jim Canalichio seconded the motion. With no opposition, the motion was carried.

Strategic Plan Update ~ Matt Payne:

DTI has made some minor changes and edits to our existing Strategic Plan. It will be ready for the TIC's review and vote of approval by the next TIC meeting. This next version has the same focus as the last one. In addition, idea's from the IRMS were solicited and incorporated into the plan. More significant changes are planned for the next 2013 – 2015 plan by July or August of 2012. The new 2013 -2015 plan will be presented to the TIC in September 2012.

Government Information Center (GIC)/NIC Egov Initiative ~ Greg Hughes:

GIC, a division of the Department of State, was given the responsibility to lead Delaware in egovernment. GIC has a relatively small staff, so in order to be successful they established a partnership with NIC USA. This partnership was achieved through an RFP process, and the three year contract was awarded to NIC. The Delaware instance of NIC is called Delaware Interactive, and Christiane Reinhold is the Program Manager. To date, NIC has partnered with 26 states and only works with government entities. They have a catalog of 7,000 services that can be easily leveraged, which will be more time efficient and cost effective. There should be about an 85% match of their services to our core government functions. Additionally, through this model, NIC maintains the systems they implement including the

ongoing maintenance and support. NIC will also provide marketing for all e-government services, which Delaware is currently lacking. The overall goal is to increase the adoption rates on certain services.

To date, GIC has been responsible for the publishing of web content and consuming and publishing data in a variety of methods, one of those modern methods today is mobile applications. Ten sample services that GIC feels can be published quickly are: polling place locator, recycling stations, court locations, historical markers, museums, beach access points, trail heads, authorized DNREC agents, fire stations and schools, and fleet gas stations. These are all point-based data that can easily be put on a map and placed on a mobile device. One similar service that was already implemented was the Delaware Fresh Farm Market Application, which shows what farm markets are located in your area, what products they sell, and the driving instructions.

As the partnership moves forward with Delaware Interactive, GIC has already launched a successful service; the Sample Driver's Exam. Through a partnership with DMV, GIC, and Delaware Interactive, Delaware has an iPad, iPhone, Android, and is currently working on Windows 7 for the sample driver's test application. By leveraging Delaware Interactive's catalog, it took only seven days to launch this application. Delaware is the first state to implement an application on an Android and will be the first on Windows 7. Delaware is planning to launch a mobile Fish and Game application, which would also be leveraged from the NIC catalog. This application allows you to not only purchase fishing or hunting licenses through your mobile device, but hunters can also virtually "tag" their turkey or deer. It also includes fishing reports, sunrise and sunset times, and a virtual "trophy case". This year, GIC and Delaware Interactive will be leveraging NIC services and focused on the following applications: Boards and Commissions Appointment, Application for Governor's office, the Public Meeting Calendar, Mobile Professional License Verification (*Know Your Pro*), and Single Sign-on. Other applications that are being considered are: Campground Reservation System, DMV T-Tags for Dealerships, ePayment Processing, Pro Reg Initial Applications Online, Financial Aid Matching, Entity Name Search and Information, DNREC eGov Store, Fire School Online Class Registration and Mobile Practice Exams, and Department of Agriculture Licensing and Registration Systems.

GIC is informing the agencies about this initiative by giving presentations to Agency IRM's, meeting with the Department of Technology and Information's Customer Relationship Specialists, and continuing to work with agencies that have been good partners in the past, such as DNREC. Currently, GIC is submitting business cases for applications. Delaware Interactive wants to be a .Net environment; therefore there will be a standard architecture. Also, the Delaware Interactive staff is increasing. They arrived in Delaware with a team of three; Christiane from Texas.gov, Tracey from Tennessee.gov who is the Operations Manager, and Matt from Kentucky.gov who is the Technical Director. They recently hired an Office Manager from Delaware and are in the process of recruiting technical people locally. GIC's ultimate goal is to obtain 15 – 20 services per fiscal year.

Russ Larson ~ Have we talked about this before?

Elayne Starkey ~ Yes, during round one of the portal development. About 10 years ago.

Russ Larson ~ Somewhere along the line did this whole concept go through an organization like this and get funding?

Elayne ~ Yes, and yes. When Jack Markell was the Treasurer, there was a task force that was formed to get started into e-government.

Russ Larson ~ I remembered the e-government topic and I am not against this project, I am just wondering where the funding came from.

Rick Geisenberger ~ The funding is coming from the Department of State, Division of Corporations, with some support from DTI.

Greg Hughes ~ Let me tell you about the current three contract that we have with NIC USA. The current contract is what you would call a hybrid contract, in that we are not using the typical NIC model. NIC typically does what they call a self funded approach when they work with state agencies. That is when they work with a state to identify high volume services and they assess a convenience fee on those services. Those fees pay for the entire operations of NIC to work with the state. There were a couple of challenges for that model to work in Delaware. One challenge was the high volume services were typically corporate services and motor vehicle services, and we already offer a lot of those services online, so those services weren't on the table for NIC to offer. Another challenge was Delaware has about 900,000 people, so our size, in this situation, was a disadvantage. In a lot of states, NIC assessed a charge on the

bulk sales of motor vehicles records that keep the “life” going for the operation. In Delaware that wouldn’t be enough, even if we allowed that to happen, because we only have about 900,000 residents. Initially, this initiative is being fully funded out of the Division of Corporations and other partner agencies such as DTI. We are paying a fixed price contract with them over the next three years. Moving forward the goal is, as we add more and more services and generate volume, to offset the fixed prices that we are paying. Or maybe it grows the team. There are two ways you can do it; either the team stays the same size and you remain comfortable with the pace that were moving or you reinvest in the team and have the team grow larger. That is a business decision we have to make as we go forward.

Rick Geisenberger ~ There are some states where the equivalent of Delaware Interactive has 100 people, such as Texas. We have identified a number of apps where there are revenue opportunities, and we are trying to make those the first things that we work on in this project, so we can take advantage of the self funding.

Dean Stotler ~ Has there been any discussion around advertising?

Greg Hughes ~ I hadn’t had any intention on doing any advertising. We are looking to do marketing of our applications, but I had not planned on doing advertising.

Dean Stotler ~ Would the architecture or the design become the standard for mobile applications? For example, there are several, including some that you have mentioned already, that were purchased open market that include advertisements and have raised some concerns.

Greg Hughes ~ When you look at a mobile app, it is not a website. So while we will have standards, it will not be as rigid as our Common Look and Feel Standards that we have over our websites. I think it will be general principles, like no advertising will be one of them. I think what you are referring to are applications that are free and have limited functionality with some advertising versus a paid app that has more functionality and no advertising. Those are partnerships that other agencies got into without regards to this partnership or GIC itself. We will work on standards as far as how we develop applications.

Pat Griffin ~ Was there a business case done on this that was approved?

Bill Hickox ~ This is a little bit unique. For the original engagement with NIC there was an RFP that went out to engage a vender to potentially provide these services. And now each service that is proposed to be provided is required to go through the business case process. As Greg mentioned, they have a couple currently in the business case pipe line. Each of the solutions is potentially different, some may be appropriate for our State and some may not.

Pat Griffin ~ When did that RFP go out?

Bill Hickox ~ That RFP was issued about a year ago.

Rick Geisenberger ~ DTI actually put the RFP out. As we were talking about going further faster there were discussions between DTI, GIC, and the Governor’s office, and there was a decision made to have GIC take the lead. So we took over the RFP process, and it went out February 23rd.

Pat Griffin ~ Was it Fiscal Year 2011 money? Is it old or current money, in terms of GIC funding?

Rick Geisenberger ~ It is current money – it is Fiscal Year 2011 money.

Bill Hickox ~ And again understand, DOS, as well as DTI, has monies within their budget identified for government type services.

Rick Geisenberger ~ We have a technology fund that epilogue language allows us to use for egovernment initiatives and DTI has that authority as well. I hope we can do 100 applications in the next three years. One important take away for everyone here is that if you are working on something that has a mobile app or government application, don’t go out and contract \$200,000 – \$300,000 to do it, we are already paying for it. Let’s take advantage of NIC; hopefully they will already have something off the shelf that they can customize for Delaware. A lot of what Greg highlighted are things that we are already doing that we can do a lot less expensively. We can take something 10 years old and make it more mobile, better, and do it cheaper. We can also save money on new things that you and

your customers would like to see happen that maybe you are holding off on because you don't have access to the money or you find out it too much. Why not leverage the contract we already have?

Bill Hickox ~ In addition to the technology perspective, DTI looks at this as an investment on behalf of the State. The more mobile services that are available online, the less face to face interaction at places like DMV, which require staff to provide that support. So we recognize this as an opportunity to invest in long term savings.

Dean Stotler ~ Under the Delaware Code, solicitation for any RFP's at My Market Place or anything of this nature would be directed to DTI as a business case and this would be leveraged before we would allow it to go to publication. So we are actually working as a conduit to try to take advantage and direct this, so we don't have agencies going out on their own. This is the reason why we are looking for standardization.

Greg Hughes ~ To the same point, the iTIC is also reviewing potential candidates for this as well. As business cases come through the iTIC, that may be for egov services, we are raising that issue at that meeting.

Pat Griffin ~ If the Courts wanted to do an app on something, would it be included in the contract or is that a separate piece where we would need to fund it?

Greg Hughes ~ The way it works, is that we would sit with you and find out what it is. Typically it is included in the contract. Where the discussions would revolve, as funding goes, is timelines; can we meet your expected timelines and also is it something that is appropriate for us. If there is a fee involved, what is that fee – we would have to come to a mutual agreement on that. Only about 15% of NIC applications have a fee and they support the other 85%. Those are the discussions we would have as we develop a work order. That work order is our internal agreement on how we are going to proceed. From that work order comes the business case.

Pat Griffin ~ Are the apps all registration oriented?

Greg Hughes ~ No, the catalog is 7,500 plus. It is anything you can imagine.

Matt Payne ~ Another part of that is the cost – if you have to do anything on the backend, either your folks have to do that or you would have to pay a vendor to do it.

Greg Hughes ~ That is all stuff that we would find out early on. That would be listed as part of the work order, so everyone knows what they are responsible for.

Rick Geisenberger ~ As we are prioritizing, because we can't do too many apps, we are focusing on those things that generate growth, so we can do more in years 4, 5, and 6. We are focusing on things that interact with the most number of people.

Greg Hughes ~ One exception to that is, if there is a compelling reason to do it. For instance, Camp Site Reservations, Parks and Recreations wanted a five year contract, so we had to do it now or wait five years. Another compelling reason is we are looking at all Lotus-based systems to get them out of the environment. There are costs associated, if we don't move them out of the environment.

Rick Geisenberger ~ That is the third priority; things that remove costs - things that can immediately remove costs or dramatically make an operation more efficient. There are a lot of things that we are beginning to now mandate be done electronically. If you still have to keep your paper system side by side with your electronic system, it doesn't save a lot of money, but if you migrate towards the electronic version, it really boosts efficiency.

Bill Hickox ~ Greg, thank you. Maybe semi-annually you can come in and give this group an update on the status.

IT Consolidation Update (ITC): Agency Status ~ Bill Hickox:

Department of State (DOS): Phase I, the relocation of the Townsend Data Center equipment and staff into the William Penn Data Center, is complete, and the Application Developers now report into the DTI App Developers group. Phase II is complete, which includes the consolidation of the resources associated with the divisions in the Silver Lake Complex. DTI is now providing helpdesk and desktop services to those divisions. To date, DOS consolidation is going very well. Lisa Wragg is leading this effort and has done an excellent job maintaining a good relationship, open communication, and keeping them up to date. **Department of Finance (DOF):** The recommendations associated with consolidation were provided to DOF. DTI is currently reviewing the Service Level

Agreement development for desktop, service desk, and infrastructure. An agreement was reached, and the initial preliminary implementation is scheduled for January 18th. The Applications Development reporting structure between DTI and DOF is still being worked. **Department of Transportation (DelDOT):** DelDOT physical assessment is complete, and the recommendations were delivered. Ten recommendations were made to Secretary Bhatt and nine were agreed to. DTI is still refining the tenth recommendation, but is still moving forward with the schedule. DelDOT is very large and as opportunities come up, DTI has been consolidating those opportunities. Since this effort began, DTI has absorbed the responsibilities for all LINUX support within DelDOT, which has resulted in a \$120,000 savings. DTI has also absorbed the DelDOT Database Administrators, which have been relocated into the William Penn facility. DTI is currently working through details on providing ERP support and relocating their infrastructure within the DTI infrastructure. **Department of Education (DOE):** The physical assessment is complete, and the recommendations were delivered. The ITC team met with Secretary Lowery and Karen Field-Rogers to discuss those recommendations at a high level. Another meeting will occur in the near future to discuss their questions and comments. **Delaware Economic Development Office (DEDO):** DTI has been providing desktop, service desk, and all IT support to DEDO since May 2011. The physical assessment is complete and has been delivered to DEDO. The DEDO resource vacancy will be transitioned to DTI.

DTI 2011 Customer Survey Results ~ Mike Hojnicky

Last year DTI broadened the scope of the survey; to not only include Information Resource Managers (IRMs), but also Information Security Officers (ISOs), executives, directors, and end-users. 160 web surveys went out and 68 (42%) responded. DTI was able to meet face to face with 13 out of the 15 Executive IRMs. Overall, out of the 175 customers surveyed, 81 or 46% responded. In 2011, IT Governance was a big focus at DTI; oversight was increased through the Purchase Order Review, the ability to leverage contracts was improved, Major Project Review meetings were implemented, and procurement and RFP oversight were improved by working closely with GSS and OMB. With this increase in governance, DTI was still able to improve how the customers feel about DTI, and the overall satisfaction increased compared to previous years. The DTI Customer Relationship Specialists will follow up with the customers that provided unfavorable comments on the survey to make sure the real issues are understood. DTI will also continue to focus and improve on customer outreach. This will be done in a number of ways: through working with the Executive Branch IRMs and getting their input on the IT Strategic Plan, continuing to have a semi-annual Executive Branch IRM briefing, and meeting with other agencies/divisions, such as JIC, to share ideas and information. In addition, operational and ITC metrics are being published online.

Information Security Program Update ~ Elayne Starkey

“Operation End Game” was a Cyber Security Exercise that brought together representatives from state agencies, school districts, FBI, DEMA, and National Guard. This exercise simulated a broad scale cyber security attack against what began in Delaware only, but quickly grew into a nationwide attack affecting all 50 states. The mock press releases, released during the exercise, called it a “Cyber Pearl Harbor”, and it ended up as an unprecedented cyber disruption. As part of the exercise, there was a simulated state of emergency that took place and affected not only government agencies, but all the citizens as well. This is the seventh year DTI has held a cyber security exercise, and the goal is to prepare and practice for these kinds of disasters, so the State will be better prepared to handle a real incident. Another event that occurred was the unveiling of DTI and Verizon’s Cyber Security Bus. It is funded by the Verizon Foundation grant and is a unique way to extend the cyber security message to encourage people to visit the DTI Cyber Security website and practice safe internet activity. The Computer-Based Information Security Training (CBT) will officially be rolled out for existing State Executive and Judicial Branch employees on January 1, 2012 and must be completed by October 15, 2012. This training will be required for all staff with a State email account and includes employees in 24/7 facilities and/or field operations. School districts and other offices will be encouraged to participate. The Judicial Branch will complete their rollout of the CBT on December 31, 2011.

Russ Larson ~ You said it runs from January to October? Is there any chance of it running past the election? That is when we will find new people, and we can tell them immediately that they have to take it.

Elayne Starkey ~ Yes, it is in effect now for all new employees. As of September 1, all new employees, in their first 30 days of employment, have to go through it.

Pat Griffin ~ Will the training remain online forever?

Elayne Starkey ~ Yes. What we are finding is that even though we publish it as a 2 – 3 hour class, it is broken into eight modules, it has been taking people only a little over an hour to complete. It is not a lot of brand new information. A lot of it is just common sense that we have all heard before.

There is a High School Cyber competition called the United States Cyber Challenge. There were 2,000 students, 169 schools, and 32 states that participated this year. DTI received notice that a young man from the Charter School of Wilmington came in first place in this national competition. Another young man from Delaware came in 12th place across the nation. A celebration event will be scheduled in January to recognize them.

Major Projects Update:

DACSES Replacement Project – Midge Holland (DHSS) ~

The DACSES project is moving along. The current project schedule shows the functional design documents being completed by the end of December and the technical designs being completed by the end of February. User Acceptance Testing (UAT) is an area being focused on to deal with some schedule slippage issues. UAT is slated to begin in April 2012, which is contingent on being able to get the new UAT environment up and running in the Biggs Data Center. From an Organizational Change perspective, the training plan is in its final review stages with the implementation vendor. Internal and remedial training is also being done with the staff. The first effort will be to focus on basic skills and upgrades in terms of case work, to ensure everyone has common understanding of what the new case work standards from the Federal level are. The next phase of the remediation training will be to give people some skill refreshers in Windows and Office environment products training, which are key to the new solution. Training for the over 300 users will then be held for the new solution and specialized training for case workers, enforcement workers and special courts. This training plan will be rolled out early next year. Organizational Change is also working on the Memorandum of Understanding that will be needed with the various agencies to be able to continue with all the data share arrangements. Project risks/issues: Procurement to acquire the remaining hardware and software needed for the development and SIT, getting Biggs Data Center set up to support UAT beginning in April 2012, the UAT Manager and UAT Lead positions are vacant, finalizing interface documents, and there is a lot of manual data cleanup for the data conversion. Upcoming activities: In the process of amending all the contracts to reflect the changes of the scope, completion of the functional and technical design documents, begin unit test code reviews, data conversions, expecting IV&V audit before the end of December, and interviewing and hiring for open positions.

Russ Larson ~ What do you see as the completion date of this whole thing?

Midge Holland ~ Right now it is scheduled to be complete October 17, 2013. We are trying to pull it back to October 1, 2013, and I am pretty confident that we will be able to do it. The goal would be to make up a significant amount of time during development, as long as we don't run into any additional road blocks with our data share partners in being able to get those interface files tested.

Russ Larson ~ If I recall correctly in the last meeting, this was a \$74 million project, and it has just turned into \$77 million?

Midge Holland ~ The \$3 million dollar difference is from our original tech fund request that supported the feasibility study and the initial phases of the project. While we did add some money from our original \$62 million estimate, that extra \$3 million was there before. The budget office just wanted me to reflect it, because OMB had it as part of their '09 funding. It isn't new money.

Russ Larson ~ The only other issue I had was there was some discussion last time about the Feds kicking in an additional \$8 million, and we had no guarantee that was going to happen. Do we have a guarantee?

Midge Holland ~ We did this year's update document to the Feds, and they have had it for over 30 days and haven't responded negatively. Normally what happens is, if they have any concerns with it, you would hear from them immediately. If they don't, then they are just processing it through their office. I did a presentation with the Director of the OCSC and had a conversation with him. He continues to say he is surprised that we are able to do it for this amount of money, because most other states are spending a lot more.

Russ Larson ~ I appreciate that, and I appreciate the fact that you are probably going to get this, but Washington is not the most stable place in the planet today. What happens if you don't get that \$8 million?

Midge Holland ~ We will have issues, if we don't get the \$8 million. We have some cash on hand. Again they have not rejected our plan.

Russ Larson ~ Have you committed to something that would eat up that \$8 million?

Midge Holland ~ The contract says “contingent on the availability of funds”. If there is no money, then we are in a holding pattern until we can fund it. Everything we have paid for, so far, belongs to us. My real concern would be to be able to get to a point where we have something substantive in terms of code that we can hang on to – all the planning and design documents that we have paid for to date belong to us. We would have to sit down and look at what would happen, if Washington implodes, and I am assuming OCSC would walk us through that as well.

Chuck Haywood ~ From what we understand, at this point in time, with OCSC and the whole possible sequestration, there is a good possibility that the Child Support Program would be exempt from that. The only question is it just the administrative part or is it the incentive pieces. If it is just the administrative part, that is where the match for our program would come from, so we are okay there. OCSC feels they have the authority and the funding they need to continue the projects that are out there. I think they are taking a more cautious look at anything that may be coming down the pike until some of the funding issues are determined.

Matt Payne ~ After the implementation, the cost of the support – is that equal to what it is today or is there a need for more?

Midge Holland ~ I would hope that would be equal to what it is today, since we added so many people to support this project. We have a much greater State infrastructure of folks to do some support. Our goal was to, at the very best, not increase the amount of dollars we were spending per vendor to do support, beyond what we are spending now to support the Legacy system, DACSES. Part of our implementation planning will be to do those cost estimates and determine what IRMs can support and what we might look to a vendor to support.

Matt Payne ~ So the model is we are going to support it in the State, and we shouldn't be paying any contractors?

Midge Holland ~ That will be the plan. I think to be realistic we would look to a vendor to do new releases or enhancements, but the ongoing support and maintenance will be done in-house.

DCAP – Dale Matthews ~

The Software AG contract has been executed. Legal issues are still being resolved with the ACS contract. This does have implications on the project schedule, and hopefully will be finalized within a week or two. It is important to resolve these issues, so that the API's can be developed and move forward. A partnership was established with the National Center for State Courts. There have been on-site visits and a preliminary report is expected from them this week regarding any risks or concerns for the project from an oversight perspective. The bail check, single view, document management, and case acceptance business requirements and functional designs have been completed. There were some concerns about the technical design, which have been escalated to the Steering committee and the project leadership team. By engaging Software AG, a supplemental plan was developed to bring the project back to a green status. The e-filing business requirements and Superior Court Financials requirements are due to be completed in January. The overall project will be completed in December 2015. This is a four year project, and is currently in the first Portfolio; the remaining portfolios' schedule will be established as completion of portfolio 1 nears. Project issues/risks: internal leadership issues and resource availability problems are being addressed and changes should be seen shortly, and ACS ongoing support is tied to the contractual agreement. Upcoming activities: working directly with Software AG for development and deployment, realigning resources within JIC to ensure nonproduction environments are established, and finalizing and approving the Change Management and Resource plans.

Pat Griffin ~ I would like to add that we are not asking for more money, and we are transitioning from our plan to using a vendor to doing it with our resources, supplemented by vendor resources. Although, we are working through some issues preliminarily, the overall portfolio is still on track. We have a lot of small timelines we are adjusting.

Dale Matthews ~ That portfolio will be done by October 2012, and we will probably have to adjust some of the milestones, but we don't anticipate not meeting that October 2012 date for completion of the portfolio.

Li Wen Lin ~ I have a question about the ACS contract – are the dollars finalized incorporated into the \$12.1 that has already been expended or is that not captured?

Dale Matthews ~ It is not. That has to be finalized. It is listed as a line item in the budget, but it is not expended yet.

Pat Griffin ~ It is addressed and is listed in the budget.

Mike Malik ~ As a result of that settlement, do we get a clear delineation from ACS in terms of any licensing? So any licensing we may have purchased on our behalf or licensing that we need to run with in the future; do we get a clear delineation from ACS that they belong to the State or what those ongoing support costs may be?

Pat Griffin ~ There are no ongoing support costs. We own all the source code.

Mike Malik ~ I mean things like the Oracle application code or database server, because as we were going through that they may have purchased them on the State's behalf. I just want to make sure that was actually included as part of the settlement, and if they purchased them on our behalf that the license would transfer to us.

Dale Matthews ~ They actually did purchase the Oracle licensing, but we are breaking away from that and we have been in discussions with DTI. We are handling all that right now. We have been working directly with Oracle, as well as DTI, to make sure that is transferred.

“FACTS II” Family and Child Tracking System, II ~ Steve Fletcher

The Executive Steering Committee kick-off meeting and the Cabinet Level and major partner agency meetings were held in the last few weeks. On November 30th our selected vendor, Deloitte, was announced pending successful contract negotiations. Negotiation of 14 areas of the contract is expected to continue through early January, and then submissions will be made with the regulatory agencies in Washington. The project is expected to start on March 1st. Part of the planning process that will occur includes clarification and GAAP analysis and areas that are being worked with DTI, such as the Data Integration Hub, which is a different way to manage interfaces with other state agency systems. FACTS II system will be used by all 1,200 employees within the divisions of the Department of Services for Children, Youth, and Families (DSCYF). The project team consists of Steve Fletcher, Dr. Carl Nelson, Laura Miles, and John Glancey. Organizational Change Management will be a significant part of this project, and Laura Miles and Dr. Carl Nelson will lead these functional and change management portions. Karryl McManus, the director of the Management Support Services, is the project sponsor and executive manager of the project. Project issues/risks: The vendor has not been finalized; however it is cautiously optimistic that the contract negotiations will end successfully. The go live date is planned for June 2014. The data sharing methodology, the Data Integration Hub, is actively being analyzed to see where it fits and makes sense to implement, and the post-implementation support model is being finalized. Upcoming activities: Expecting to complete contract negotiations in early to mid January, and get federal approval of the contract. The fundamental essence of FACTS II, from a functional perspective, is to integrate in the Child Mental Health Behavioral Prevention and Youth Rehabilitative Services into the overall Family Services model. Delaware is one of the first states to propose this, and the federal government is very interested in making it happen, therefore the approval process should go smoothly. The QA vendor, WR&A, is helping to assist in the future FACTS II business process models and can start 30 days prior to the DD& I contract start date. A facility in the DelDOT building on Beech Street has been sublet to house the development team, and moving in staff and network connections has begun. Approximately 50 staff from the Kid's Department, DeLoitte, and WR&A is expected to move in.

Russ Larson ~ In anticipation of what will be asked of me from the people that I have to deal with; if you couldn't do this project for whatever reason, what would you be missing? What doesn't happen?

Steve Fletcher ~ Let me give you a little bit of background about our current FACTS I system, what its shortcomings are, and then I will come back and tell you how FACTS II will be overcoming those shortcomings. FACTS I is built on some ancient technology that is now obsolete, and support on it is becoming increasingly difficult, but more importantly it was built on a stove-pipe model. We basically have four major thrusts of activity in the Kid's Department: Our traditional Family Services, which is really what our FACTS I system was built around; Our Youth Rehabilitative Services (YRS); the Prevention in Behavioral Health Services, formerly known as Child Mental Health; and Management Support Services, including Child Care Licensing, Support Payments, and Cost Recovery. FACTS I is stove-pipe; when we have a child we are working with, the reality is we are working with that child across all of our divisions. Unfortunately, sometimes, if we are not successful, and the child ends up in one of our detention facilities, we have to work across the divisions to work with them; however, the current system fights that. It is stove-pipe and makes it hard for our staff to do the right kind of things. On top of that, when we are trying to understand what programs work and what programs don't work, particularly for the children that have multiple sets of problems that are served by multiple divisions, it is nearly impossible for us to generate meaningful information out of it. Also, we are increasing the amount of work with external agencies to provide some of our services. They are an integrated part of our services team; the folks that provide contractual mental health services and so on, throughout the State. They have a hard time working with us in the current FACTS I system. FACTS II is intended to address all of those issues and get all of our contracted external service partners, as well as our partner agencies, to be able to work together. Again, we run the increasing risk of our ancient technology falling apart; it

crashes, unfortunately, very frequently. We recover quickly, because we are on top of it, but it is only going to get worse, and our children's' problems seem to be getting worse also. We have to work more and more in this integrated model. Our federal partners have understood that too. Their federal accounting methodologies are going to be pushing us more towards longitudinal analysis across the various services, so it is going to make it increasingly hard and increasingly manual for us to live to that. There is no point that tells us when it will fall apart, but the FACTS I world is becoming increasing fragile.

John Glancey ~ I can't deny what Steve is saying. We usually have an average of about 20 FACTS sessions, which means workers working on FACTS, and their session work just disappears. We have had Microsoft look at it, we have had DTI look at it, and the vendor look at it, and no one has come up with a solution that addresses it. So that, as Steve pointed out, is increasing and could put us at risk.

Russ Larson ~ So basically FACTS II fixes FACTS I.

Steve Fletcher ~ Correct, it fixes FACTS I and enables our business strategy, which helps to integrate services.

Matt Payne ~ Can you talk to the funding plan in terms of the federal match when we started and where we are now?

Steve Fletcher ~ We started off with a \$26 million project, and about \$10 million of that is federal funding that was determined about a year or so ago and hasn't changed. The project budget hasn't really changed at this point in time, so that is where we are. Depending on where we wind up with the new efforts for Data Integration Hub that could create some interesting dynamics, so we will have to see how that works. But is not expected that would be a huge impact. It really hasn't changed since the inception of our original plans.

Upcoming Meeting Dates:

Tuesday – March 13, 2012 (VTC)

Tuesday – June 12, 2012 (VTC)

Tuesday – September 11, 2012 (TBD)

Tuesday – December 11, 2012 (TBD)

Conclusion ~ Bill Hickox:

Bill Hickox thanked the members for their participation and informed the Council that the next scheduled TIC Meeting will be on Tuesday, March 13, 2012. It will be held in two video teleconference locations in the Dover and Wilmington.

Adjournment – Bill Hickox:

With no further business to be conducted, Russ Larson made the motion to adjourn, and Jim Canalichio seconded the motion. With no opposition, the motion was carried. The meeting was adjourned at approximately 10:48 am.

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