Notes on CDC Projects for JTC

The Capital Development Committee request is an excellent starting point for defining the value and mission of the Joint Technology Committee. The CDC will determine which Capitol projects to fund; our mission is to convey to them whether these projects are effective and necessary from an Information Management perspective.

Each of the three projects has been approved by the Office of Information Technology so they are following the right procedures.

I've outlined my thoughts below for each of the projects to exemplify some of the issues the committee might want to consider when reviewing Information Systems.

General Notes and Questions

Have each of these projects been through the full Executive Governance Committee Process (see attached)? The Department of Agriculture project doesn't reach the cost threshold but may have been considered based on the significance of the changes.

Has OIT been involved in the full project scope and business analysis or has that work been done by the departments and brought in for review?

Have the end users or customers for these programs been involved with defining the business requirements? These might be the license buyers, the physicians and pharmacists, or attorneys & claimants in the case of the Workers' Comp project.

Do all new systems include annual maintenance and upgrades as part of the ongoing budget requests?

Have each of the projects been subject to an open procurement process or have they been an extension of a current vendor's project?

I note that systems being replaced by two of the projects are Microsoft Access based. It's not impossible to build a robust secure program with Access but it's pretty difficult. Are Access databases spread all around the state a security or data integrity problem?

Are all new systems being procured with the opportunity to interchange data with other systems with appropriate security measures?

Are they being designed with the possibility of providing access to third party applications for public data?

Agriculture Department Licensing System

I think this project is interesting as one that is moving from Microsoft Access into a more robust environment. The department went through a Lean process which should provide a good foundation for process improvements and a clear definition of business requirements. They are working with the Statewide Internet Portal Authority (SIPA) to procure a system that is already in-use in other state departments.

How are changes in process and requirements definitions being accomplished? Is there a business analyst or project manager involved?

Human Services Electronic Health Record Project
Has a business process analysis or Lean event been part of the process to define business requirement?

Will this system be integrated with other EHR systems that are operating in the state? Will it work with potential outside agencies? Can this system interface with COHRIO?

This is another system that is being upgraded from Microsoft Access.

"This is a fully-hosted and web-based solution" Is this an example of a what would be called Cloud based system? Are cloud based systems actually secure for HIPPA purposes?

Under the Operating Budget Impact section there is a 2014-15 request for to FTE's, a Service Deliver Manager and a Process Analyst for $162,659. This seems a bit low – especially if this is a fully burdened salary. In contrast, adding 3 additional FTE and have a total of $966,598 i.e. nearly $200,000 each. Why the disparity on this?

The annual "vendor enhancement" cost is stated as $1,436,892 which is 20% of the purchase price. Does this include both annual maintenance contracts and ongoing system changes and enhancements?

Is a standard 5.0% contingency rate appropriate? This seems like it could be pretty low.

If "critical security, access control, firewall and routing" is not part of the MSN financial projections, what would be the likely magnitude of additional cost.

Does the application use Citrix and VDS for routine access? As I understand, CBMS and SCORE are both moving off of Citrix because of bandwidth issues.

Department of Labor and Employment
This seems to have a substantially different approach from the first two projects. This seems to be a two-step move: off the mainframe to a local server environment as a "functionally equivalent system", then to a customized system. Is this a double re-write of the existing program?

Is there a business process analysis as part of this project to ensure the final product is the most effective at meeting business requirements?

Is this project not cloud based as opposed to the other two projects? How is it different?

There is a note that no funding is requested for maintenance. Shouldn't there be a placeholder at least for this if state policy contemplates including ongoing costs to avoid the kind of obsolesce we are experiencing now?