



Information Technology Strategy And Investment

Draft Minutes – June 13, 2023

Teams Conference Call
10:00 AM – 12:00 PM

Note:

This meeting was originally scheduled for June 6, 2023 but was rescheduled to June 13, 2023.

Members Present:

Michelle Gilman, Commissioner, Department of Administrative Services
Paul Potamianos, Deputy Secretary, Office of Policy and Management
Kimberly Kennison, Executive Financial Officer, Office of Policy and Management
Mark Raymond, Chief Information Officer, Department of Administrative Services
Dennis Thibodeau, Chief Fiscal Officer, Department of Environmental and Energy Protection
Mark Bissoni, Statewide Director Payroll and Pension Services, Office of the State Comptroller
Adel Ebeid, Senior Advisor, Office of Policy and Management

- Meeting began at 10:00 am
- **IT Capital funding requests**
 - **Criminal Justice Information Systems CT Governing Board – Clean Slate Change Request**
 - James McGennis and Mark Tezaris provided an executive summary of the project, business need, anticipated benefits, high level timeline, and projected cost estimates.
 - Review [CJIS Clean Slate presentation](#) for more details.
 - **Criminal Justice Information Systems CT Governing Board – Records Management System Change Request**
 - James McGennis and Mark Tezaris provided an executive summary of the project, business need, anticipated benefits, high level timeline, and projected cost estimates.
 - Review [CJIS RMS presentation](#) for more details.
- **Active projects status reporting**
 - **Department of Administrative Services/Bureau of Information Technology – Digital Services Initiative**
 - Mark Raymond and Max Gile provided an executive summary of the project, latest progress, benefits to date, future milestones, and high level timeline.
 - Review [Digital Services presentation](#) for more details.
 - **Department of Administrative Services/Bureau of Information Technology – Cyber Security Initiative**



Information Technology Strategy And Investment

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- Mark Raymond and Jeff Brown provided an executive summary of the project, latest progress, benefits to date, future milestones, and high level timeline.
- Review [Cyber Security presentation](#) for more details.

Both projects will move forward for funding.

- **Adjournment**

The meeting was adjourned at 11:45am



CJIS-CT
Governing
Board

Connecticut

CISS New RMS
Vendor -
Change Order

6/5/23





CHANGE ORDER REQUEST

The CJIS-CT Governing Board would like to request an additional \$450,000 for the CISS-Dev-Deploy project for additional scope to integrate the 3rd party vendor 'Inform' Record Management System (RMS) into the Connecticut Information Sharing System (CISS).

Justification

- The additional scope and schedule are due to CJIS Governing Board requirement to ensure a minimum 90% of Connecticut arrest data is available in CISS. This is data in support of automated digital workflow and search functions, critical to law enforcement agencies.
- The additional funds requested are for Technical labor, to complete, test and deploy the Inform Application Program Interface to allow the Uniform Arrest Reports (UAR) to be sent electronically by the Inform RMS system to the CISS Digital Workflow. This will reduce the driving of the UARs by law enforcement using the Inform RMS to the courts by about 90%.
- The 3rd party vendor Inform has RMS Systems in the following cities (as of May 2023): **Hartford, Stamford, Milford, Meriden, Darien, Westport, Ledyard, Groton City, Groton Long Point, Stonington**
- Adding Inform to CISS is critical to attaining target set by CJIS GB of minimum 90% of arrest data state-wide.



LEGISLATIVE FOUNDATION

In 2007, Influenced by the 2004 shooting death of Master Police Officer, Peter J. Lavery, and the 2007 Cheshire home-invasion murders, the State of Connecticut undertook a review of its Criminal Justice processes. As a result of that review, State of Connecticut Public Act 08-01(P.A. 08-01) was passed. P.A.08-01 not only provided for change to the penal code, it also provided for change to current criminal justice information sharing processes with emphasis on providing a safer community for the citizens of the State.

As part of the changes put forth by P.A. 08-01 (later codified as CGS 54-142s), the CJIS Governing Board was charged with the responsibility to design and implement a statewide information sharing technology system to be used by Criminal Justice Agencies and Law Enforcement Agencies (LEAs) in Connecticut to share justice information in a secure environment, thereby enhancing informed decision-making.

The state-wide system would facilitate the sharing of information between all State Agencies that are responsible for managing criminal records and other information that is used in the pursuit of criminal justice. Through P.A. 08-01, the plan for the Connecticut Information Sharing System (CISS) was established.



KEY PROJECT DELIVERABLES

CISS Key Scope includes:

- **Digital Workflows** are included in CISS and will replace over 90% of current paper-based Uniform Arrest Reports, UAR, with electronic messages from all Law Enforcement Agencies in Connecticut. Law Enforcement Agencies will no longer need to drive UARs to the courts daily. This is a very significant efficiency gain for Connecticut and one of the first systems of its kind in the nation encompassing all of the CJIS agencies.
- **Search** is a “Google like Search” that allows users to search 14 Criminal Records Source Systems indexed for people, locations, events, and property within a single common portal.
- **Analytics** This includes canned and custom reports, Dashboards, Key Performance Indicators, Notifications, etc. for improved decision making in near real time for managers, policy changes, etc.



KEY BENEFITS

State - Replacing over 90% of the current manual delivery of the Uniform Arrest Report, UAR, packages driven by all police agencies to courts statewide daily with the CISS digital workflows which will deliver the UARs electronically in seconds. Additionally, redundant data entry by several agencies of the UAR information into their separate systems is now done electronically with data validation algorithms providing significant efficiencies, one version of the truth for each case and improving data quality across all CJIS systems in the state. Expected is at least an annual \$15M in efficiencies (2010 dollars) based on MTG Management Consultants report. The digital workflows are in line with Governor Lamont's vision for "digital government".

Citizens - The expected result of increased information sharing is a reduction in crime and increased public safety. New and more accurate information being available to the justice agencies will result in more informed decision making regarding the handling of individuals suspected, arrested, or convicted of criminal actions.

Justice Agencies - The CISS environment will allow justice agencies to streamline internal business processes and reduce data entry workload. Having digital CJIS data instead of paper will enable more informed decisions regarding justice system events, and it will promote better collaboration and cooperation between the agencies.

Legislature - The implementation of the CISS environment will promote improved information for public policy regarding the justice system. The Legislature will be assured that it is providing all of the tools necessary to make the Connecticut justice system effective in promoting public safety.

CJIS Governing Board - As the policy and implementation arm of the legislature, the CJIS Governing Board will provide all of the benefits received by Connecticut citizens, the justice agencies, and LAW agencies. The Governing Board will assist the legislature in achieving its public policy goals.



Period	Start	End	Value
Half 2, 2023	0	8/1	8/1
Half 1, 2024	8/1	7/9	7/9 - 8/1
Half 2, 2024	7/9	5/14	5/14 - 7/9
Half 1, 2025	5/14	7/8	7/8 - 5/14
Half 2, 2025	7/8	7/8	0

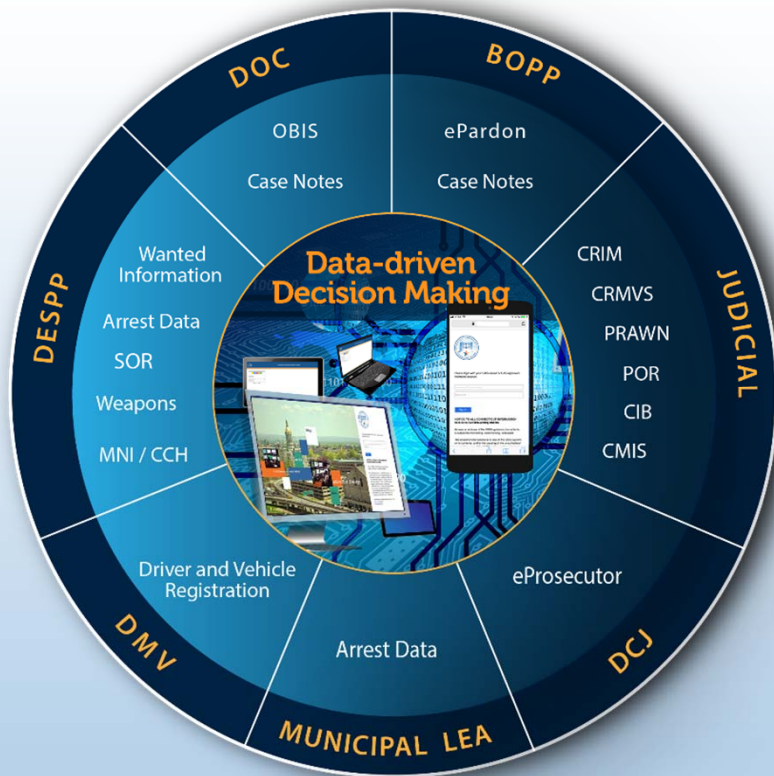


PROJECT COSTS SUMMARY

Project Number			CS-001									
Project Title			Inform RMS Connectivity to CISS									
Date Submitted			June 5, 2023									
CAPITAL DEVELOPMENT & IMPLEMENTATION COSTS												
	Code	Description	Prior Fiscal Years	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026	Out Years after FY2026	Total		
Info. Technology (53700)	53715	Inform RMS Vendor - Develop CISS API, Test and Deploy to Police Department Customers				450,000				450,000		
	53715									0		
	53715									0		
	53715									0		
	53715									0		
	53715									0		
	53720									0		
	53735									0		
	53740									0		
	53755									0		
	53760									0		
Subtotal			0	0	0	450,000	0	0	0	450,000		
Capital Outlays - Equipment (55600)	55700	Capital-IT Hardware Purch/Inst								0		
	55710	Capital-Telecomm Equip/Syst								0		
	55730	Data Processing Equipment								0		
	Subtotal			0	0	0	0	0	0	0	0	
Grand Total			0	0	0	450,000	0	0	0	450,000		



CJIS-CT Governing Board



Contact

For questions and comments email

CJIS.HelpDesk@ct.gov

Executive Director
James McGennis

James.mcgennis@ct.gov



APPENDIX



RMS Vendor Status

ELECTRONIC ARREST PACKAGE– RMS LEVEL 2

CISS Integration- RMS Arrests by Percentage (%)

- Currently working with these RMS Vendors:
 - NexGen is 64.1%
 - Accucom is 4.7%
 - Central Square IMC is 2.8%
 - **71.6% + of all State of CT Arrests will be able to go through CISS electronically**
- Working to engage additional RMS Vendors
 - Central Square Ongoing-Scope is 25.0%
 - SunGuard/One Solution is 9.5%
 - Inform Local PDs is 4.7%
 - Inform Enterprise (Hartford PD) is 6.9%
 - Motorola (Norwich PD) is 1.5%
 - Axon TBD
- Inform + SunGuard + Motorola = additional 22.6%

RMS Vendor	Segment	Vendor % of CT Arrests (2021)	Vendor % of CT Arrests (2022)	2022 % Running Total
NexGen	Local PDs	47.7 %	50.0 %	50.0 %
NexGen CSP	CT State Police	17.7 %	14.1 %	64.1 %
Accucom	Local PDs	4.2 %	4.7 %	68.8 %
Central Square	IMC – Local PDs	3.7 %	2.8 %	71.6 %
Central Square	Inform – Local PDs	12.7 %	4.7 %	76.3 %
Central Square	Inform (Ent.) – Hartford PD	N/A	6.9 %	83.2 %
Central Square	Sunguard (One Solution) – Local PDs	9.3 %	9.5 %	92.7 %
Motorola	Premier 1 – Local PDs	N/A	TBD (1.5%)	94.2 %
Central Square	Pro Suite – Local PDs (no integration)	N/A	3.9 %	N/A

Target is > 90% + of all State of CT Arrests will be able to go through CISS electronically

- Long term tracking is 71.6%+22.6% = 94.2%



CJIS-CT
Governing
Board

Connecticut

Clean Slate
Budget
Discussion

5/5/23





IT CAPITAL INVESTMENT REQUEST

The CJIS-CT Governing Board would like to request an additional \$717,878 for the Clean Slate Erasure project for additional scope and six (6) months additional schedule added from (original) target date for completion of 6/30/23 to the new date of 12/31/23.

Justification

- The additional scope and schedule are due to additional legislation from PA 22-26 which also changed the delivery date from 1/1/23 to new completion date of 1/1/24.
- Current scope includes assumptions pertaining to current Raised Bill 6918 (pending).
- Additionally, Idemia, the DESPP 3rd party vendor, will need up to 1/1/24 to complete their work thus requiring CJIS to have staff in place for integration testing, defect resolution and to handle any change requests that may be needed.
- The additional funds requested are for labor (IT consultants), to complete, test and deploy the central messaging systems, database, and complete integration with cross branch/agency systems.



PROJECT BACKGROUND

Automation of Clean Slate erasure processing for eligible cases will avoid implementation of manual processes, that would place burden on Judicial, DESPP and DOC. Clean Slate (P.A. 21-32/33) - Erasure of criminal justice records, initiated by operation of law or by individual petition – based on statutory criteria.

- Clean Slate IT Initiative: Automated Erasure based on statute criteria is the focus of the Clean Slate Information Technology Initiative.
- DESPP/CCH – Collaborative processing via CISS Workflow and agency integration to distribute Clean Slate Notification Messages to support Automatic Record Updates.
- Multi-Agency Collaboration: CJIS-CT, Judicial, DOC, DESPP, DCJ, municipal PDs: Coordinating Sentence Completion Aggregation - Probation, Fines, Incarceration Discharge Notices
- CJIS-CT Connecticut Information Sharing System* digital workflows is proven technology for messaging software and network endpoint connectivity

**Reflecting the unique nature and priority of criminal justice data storage, protection, access, and sharing, CJIS-CT develops and operates the CT Information Sharing System (CISS). CISS Workflow solutions currently provide software and infrastructure services connecting virtually all key criminal justice agencies in the state.*



KEY PROJECT DELIVERABLES

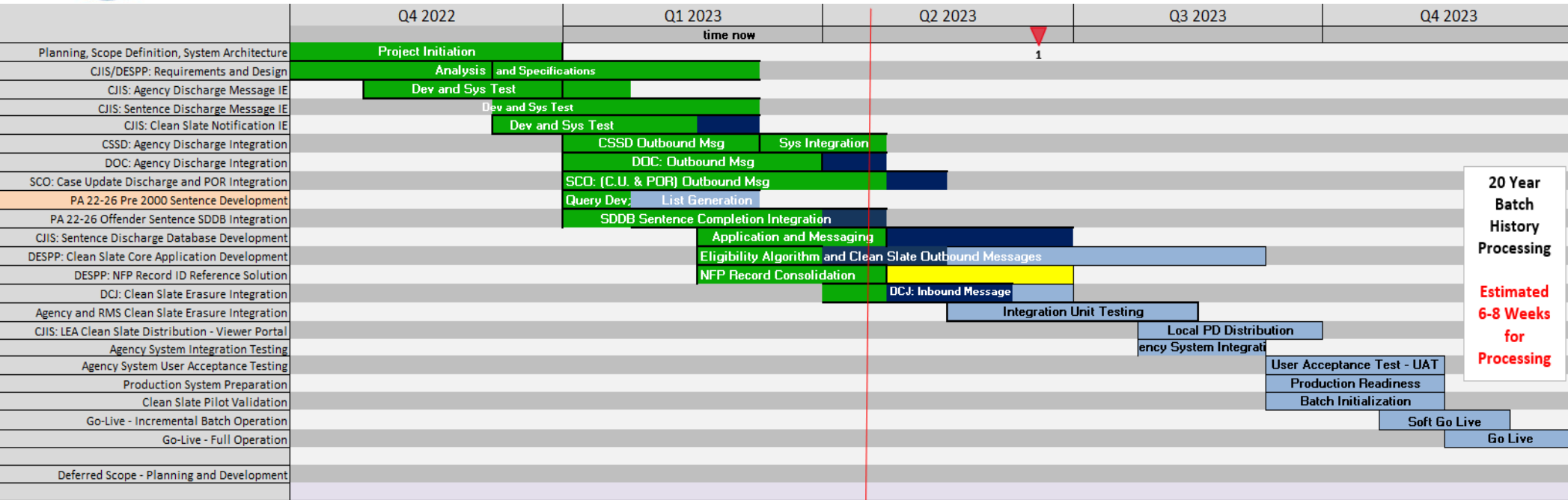
Key High Level Deliverables

- Approved scope of work and requirements
- Infrastructure build, test, and deployed in a production environment
- Code completion, integration with the Judicial Branch, the Department of Correction, and the Department of Emergency Services and Public Protection, the Division of Criminal Justice and deployed in a production environment
- Legislated criteria code for automated process in production
- Manual analysis – non-automatic erasure process for those indeterminable cases due to data deficiencies
- Operation support including reports and utilities identified by partner agencies
- Budgets for each agency in place for steady state operational support



Clean Slate Major Milestones and Schedule

Time Now



20 Year
Batch
History
Processing

Estimated
6-8 Weeks
for
Processing

Green: Complete
Not Started
Blue: In Progress
Yellow: Delayed
Red: Overdue
Policy Decision: ▼

Key Policy Decisions:

1. New Clean Slate Legislation – Signed into Law, Approved Project Scope

Target

Go-Live Date

Assuming no delays or changes to project scope

Q4, 2023

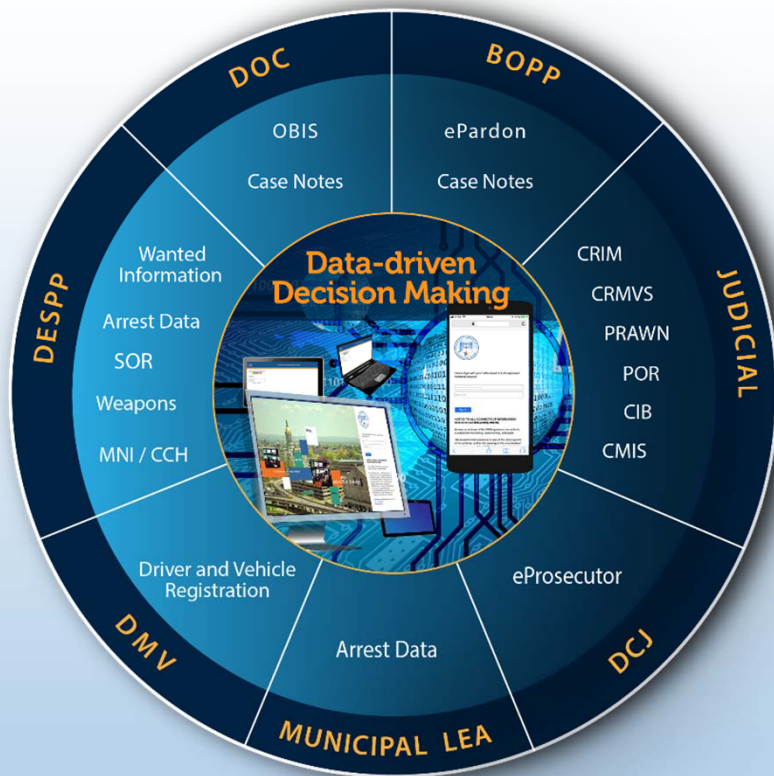


PROJECT COSTS SUMMARY

Project Number			CS-001								
Project Title			Clean Slate								
Date Submitted			May 5, 2023								
CAPITAL DEVELOPMENT & IMPLEMENTATION COSTS											
	Code	Description	Prior Fiscal Years	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026	Out Years after FY2026	Total	
Info. Technology (53700)	53715	IT Consultant Services - Project Manager			253,067	196,633				449,700	
	53715	IT Consultant Services - .NET Developer Lead			244,608	190,060				434,668	
	53715	IT Consultant Services - .NET Developer			91,708	71,257				162,965	
	53715	IT Consultant Services - QA Tester Lead			94,080	73,100				167,180	
	53715	IT Consultant Services - QA Tester			159,936	124,270				284,206	
	53715	IT Consultant Services -SQL DBA/Dev			79,477	62,557				142,034	
	53720	IT Data Services								0	
	53735	IT Hardware Lease/Rental								0	
	53740	IT Hardware Maint & Support								0	
	53755	IT Software Licenses/Rental								0	
	53760	IT Software Maint & Support								0	
Subtotal			0	0	922,876	717,878	0	0	0	1,640,754	
Capital Outlays - Equipment (55600)	55700	Capital-IT Hardware Purch/Inst								0	
	55710	Capital-Telecomm Equip/Syst								0	
	55730	Data Processing Equipment								0	
	Subtotal			0	0	0	0	0	0	0	
Grand Total			0	0	922,876	717,878	0	0	0	1,640,754	



CJIS-CT Governing Board



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Cybersecurity, Risk and Compliance

DAS

JUN 13, 2023

Project Background



As we embrace digital government and technology integration into our daily operations, the critical role of cybersecurity comes to the forefront. A successful cyber-attack could lead to significant financial strain, harm our public image, and disrupt essential services. Recognizing this, in March 2020, our state took decisive action by setting up a cybersecurity fund to establish a robust, centralized cybersecurity program.

Key Projects Delivered



24/7/365 security monitoring

Established security monitoring offering continuous protection of state government data and systems allowing us to respond to immediately regardless of when incidents occur.

Security risk management

Created a centralized capacity to detect security weaknesses in our systems and networks, enabling proactive identification of issues.

Device protection

Fortified state systems by protecting individual computing devices, reducing the risk of ransomware and other malware attacks.

Training and awareness

Replaced legacy training and awareness with more engaging content that empowers state employees with the knowledge to recognize and prevent cyber threats.

Incident response

Updated dated incident response procedures ensuring swift and effective action against cyber.

Key Projects Delivered (cont.)



Email security

Implemented email security controls that protect against deceptive and unsolicited attacks, ensuring our communication remains clear and trustworthy.

Audit, compliance and governance

Beginning to streamline compliance reviews including IRS and HIPAA information centrally to help streamline decision-making processes, reduce risk of breaches and non-compliance and foster a culture of accountability and transparency.

Proactive threat detection

After expanding systems logging, we began “threat hunting” to proactively search for and isolate advanced threats that evade traditional security solutions.

Our impact

- Our security measures have successfully averted potentially high-impact ransomware events.
- We now have a centralized, holistic view of our cyber risks that we continue to evolve.
- 24/7 security monitoring has enabled us to rapidly respond to issues that could have significantly disrupted state services.

Our Opportunities

- Several agencies are facing challenges patching and distributing software -- areas we're committed to improving.
- While we've successfully identified millions of potential vulnerabilities, the process of remediation is ongoing.
- Outdated legacy technology remains a concern, underscoring the need for strategic investment in our IT infrastructure.

The Evolving Threat Landscape

The expansion of our digital footprint demands heightened vigilance. Security enables “trust” in digital government, but we need to move faster.

- Automation is no longer optional; it's necessary to stay ahead."
- Generative AI presents both opportunities and challenges
- Increasing auditor demands
- Privacy is an emerging

By consolidating our security resources, we become a stronger, unified force.

- 7. "Training and retention of skilled resources is challenging yet essential."
- 8. "A centralized view of our security landscape is crucial for effective management and success."



Outlook – What's Next?

While the security team has made significant strides in protecting the state's digital infrastructure, the journey is far from over. As cybersecurity threats evolve and become more sophisticated, it's crucial that our defenses continue to adapt and grow, underscoring the need for sustained investment and vigilance. In addition to maturing what we already have, we also need to establish:

- **Third-party and supply chain risk**: Ensuring that vendors and partners have adequate security measures in place to protect sensitive data.
- **Staffing**: The security team currently consists of 18 members, only 6 of which are not tied to specific agency responsibilities.
- **Network security**: Updating legacy network security infrastructure to prevent unauthorized access to our systems.
- **Identity and access management**: Managing user access to systems and data to ensure that only authorized personnel have access
- **Compliance and regulatory requirements**: Streamlining legal and regulatory demands related to data privacy and security
- **Application security**: Ensuring that software applications minimize vulnerabilities that could be exploited by attackers.

Financials as of April 2023

Total Project funds \$8.2M	Expended, Encumbered	Remaining
\$8.2M	\$4M	\$4.2M

Digital Phase 2

DAS-BITS

06-13-2023



VISION

“I will take the lead by investing in the first all-digital government...The entry point to Connecticut will be through its **digital front door, a one-stop-shop** for everything current and prospective citizens need from their government.”

MISSION

Assist agencies unify, streamline, and redesign all authenticated and unauthenticated experiences across all government digital properties and services.

GOAL

Create sustainable, scalable, and flexible digital products, enabling agencies to provide valuable information and services to their constituents through an intuitive and cohesive content and services ecosystem.

Digital Phase 2 Background

What?



Extending the Governor's vision of an all-digital government.

How?



Building a team to expand the vision from a tool usable between agencies (**business.CT**) to an ecosystem of tools serving multiple types of residents and agencies' needs.



Offering residents additional service-oriented websites (**health.CT, jobs.CT, transportation.CT, education.CT**), a personalized **chatbot** experience, and an expanded view of cross-agency services within **business.CT** and the signed-in **CT.gov service center**.



Offering State agencies digital tools and related development services to improve **customer service** and **access**. CTDS' digital services include a **forms** development team, an extensible **enterprise design system**, and guidance on using digital technology enabling improved **enterprise and agency capability**.

Digital Phase 2 Background

Why?



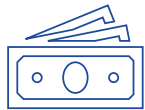
Modernizing Connecticut's services make our government easier to engage and understand.

"[The DMV website] looks clear cut, easy for people to use. Icons are bigger and easier to click." – CT Resident
"I like how easy it is to find information; and how information is broken down in logical order." – DMV employee



Improvement of agency services decreases friction, eliminates inefficiencies, heightens productivity, and reduces costs.

"We are seeing a 15% increase of filings filed online. We get about 500,000 filings per year, which means 75,000 fewer pieces of paper we have to process." – Chris Drake, SOTS

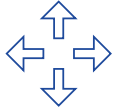


An enterprise approach multiplies resident engagement, service efficiency, cost savings, and general satisfaction across agency lines.

"[The chatbot] Robin really eases the load on our customer information representatives, enabling our live staff to be able to deal with the more intricate questions residents have." – Jason Cohen, DCP

Digital Phase 2 Background

Why?



Agencies are pursuing digital transformation already.

Ex: grants management, service-oriented applications, website design



Focusing only on improving specific agency and program digital products misses the holistic customer experience. Instead, resident and agency benefits will only be achieved when each digital interaction is improved *and* tied together for a standard and accessible cross-government experience.

Ex: A job seeker may need unemployment (DOL), SNAP (DSS), Husky Health, and housing assistance (DOL) to complete one activity of stabilizing their life during the difficult time.



While disconnected agency approaches duplicate tech expenses, a unified approach brings State leverage to lower costs, especially for agencies who cannot otherwise afford similar investment at scale.

Ex: Current enterprise negotiation around Salesforce, ForgeRock, or Sitecore licenses

Key Features Delivered

Service Categories

Revamped the resident experience by presenting government services grouped by user need.



16+ agencies content and services included across the several iterations of Business.CT, the Health.CT and Jobs.CT base product, and future Education.CT and Transportation.CT

Service Center

Established a secure system supportive of focused and personalized government experiences.



10+ agencies content and services included across the three myCT dashboards, soon to be redesigned into a centralized CT.gov service center.

Digital Forms / Data Workflow Tools & Services

Improved the intake and usage of resident info by digitizing and redesigning agency forms.



CTDS and several agencies using the enterprise offering to redesign 219 agency forms, resulting in 5,250 submissions and 28,000 views.

CT.gov Websites

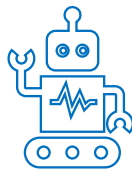
Improved the designed experience and accessibility across 35+ agency websites and microsites.



"Amazing!!! Congratulations and thank you so much for your dedication to CTDOL. We appreciate you." - Commissioner Danté Bartolomeo (CTDOL) regarding delivery of new website.

CT.gov Chatbot Tools & Services

Provided and improved a personalized chat experience for residents using agency websites.



3+ iterations including 10+ agencies increased usage from 2,100 to 19,600 chats over one 18-month period. 56,000 total chats and 8,660 hours of chatting to date.

Key Features Delivered

Technical Architecture Tools & Services

Implemented a set of digital tools to support redesigned government services and experiences.



Transaction volume on Business.CT.gov surged tenfold from 33,000 in the six-month period starting February 2021 to 330,000 in the same period a year later.

Digital Identity Tools

Explored technologies to ensure residents have standard and secure access to State resources.



Platform users linked 194,000 businesses to Business.CT.Gov accounts from February 2021 to early February 2023. Also, 19,800 authenticated users have used chatbot.

Data / Analytics Tools & Services

Assisted agency staff understand and track the data collected by agency services.



Improved 45+ agency websites using analytics. Provided 11 agencies an analytics dashboard to improve understand of agency data. New behavioral data tracking/reporting/auditing.

Translation / Accessibility Tools & Services

Improved accessibility by improving translation and visually designed tools across agency websites.



Provided 5 language translations across 45+ government websites and currently exploring more automated / improved translation and accessibility using 18+ languages.

Grants Administration

Explored methods to standardize and improve an agency's grants management experience.



Exploring grants-related needs for 12+ agencies, Connecticut residents, and external stakeholders engaging in the grants management lifecycle.

Lessons Learned

We understand residents' needs to be...

"I need a clear source of truth and guidance that gives me a trusted place to start"



Be My Compass

"I need to be able to use the tools I already have at my disposal to communicate"



Meet Me On My Terms

"I need an experience that is tailored to me, relevant to my needs, and visible to the right people"



Make It Relevant To Me

"I need to know what's going to happen next and to get guidance to my next step"



Let Me Know What To Expect

"I need language to be clear, direct, and oriented toward tangible outcomes"



Keep It Simple

"I need a tool that supports me and just works"



Be The Bridge

Lessons Learned

We understand agencies' needs to be...

*"I need to improve
the services we
provide"*



*"I need to better
communicate a
service we
provide"*



*"I need to lower
the effort it takes
to administrate a
service"*



*"I need to receive
feedback from
consumers"*



*"I need to provide
access to data"*



Benefits Realized

Resident Outcomes

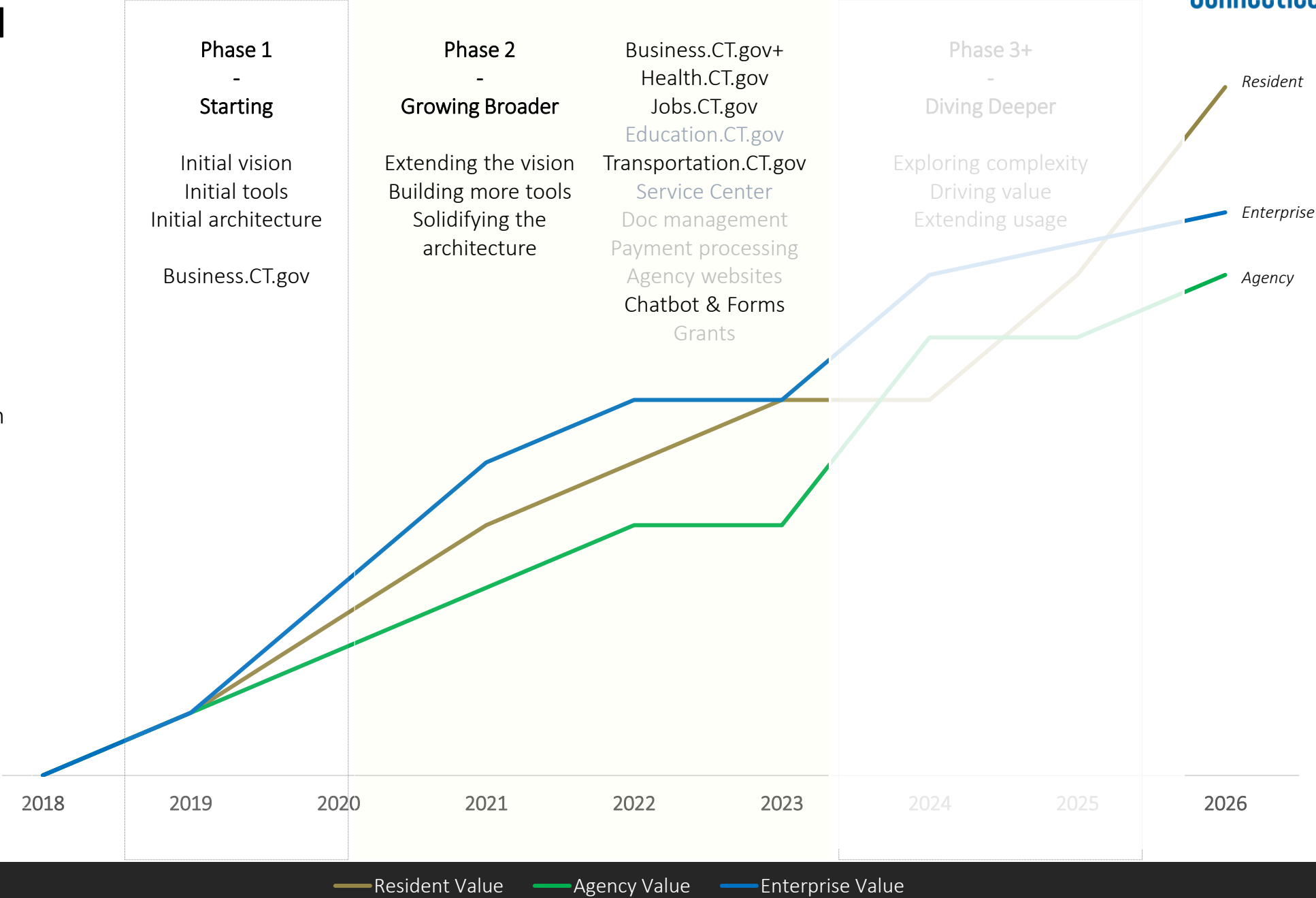
- Simplified cross-government navigation
- Better accessibility for disabled or ESL users
- Higher government satisfaction

Agency Outcomes

- Decreased process friction
- Eliminated inefficiencies
- Heightened productivity
- Reduced costs

Enterprise Outcomes

- Boosted engagement, efficiency, and satisfaction between agencies
- Reusable methods, standards, and process
- Shared technology
- Cost avoidance



Future Outlook

Resident Outcomes

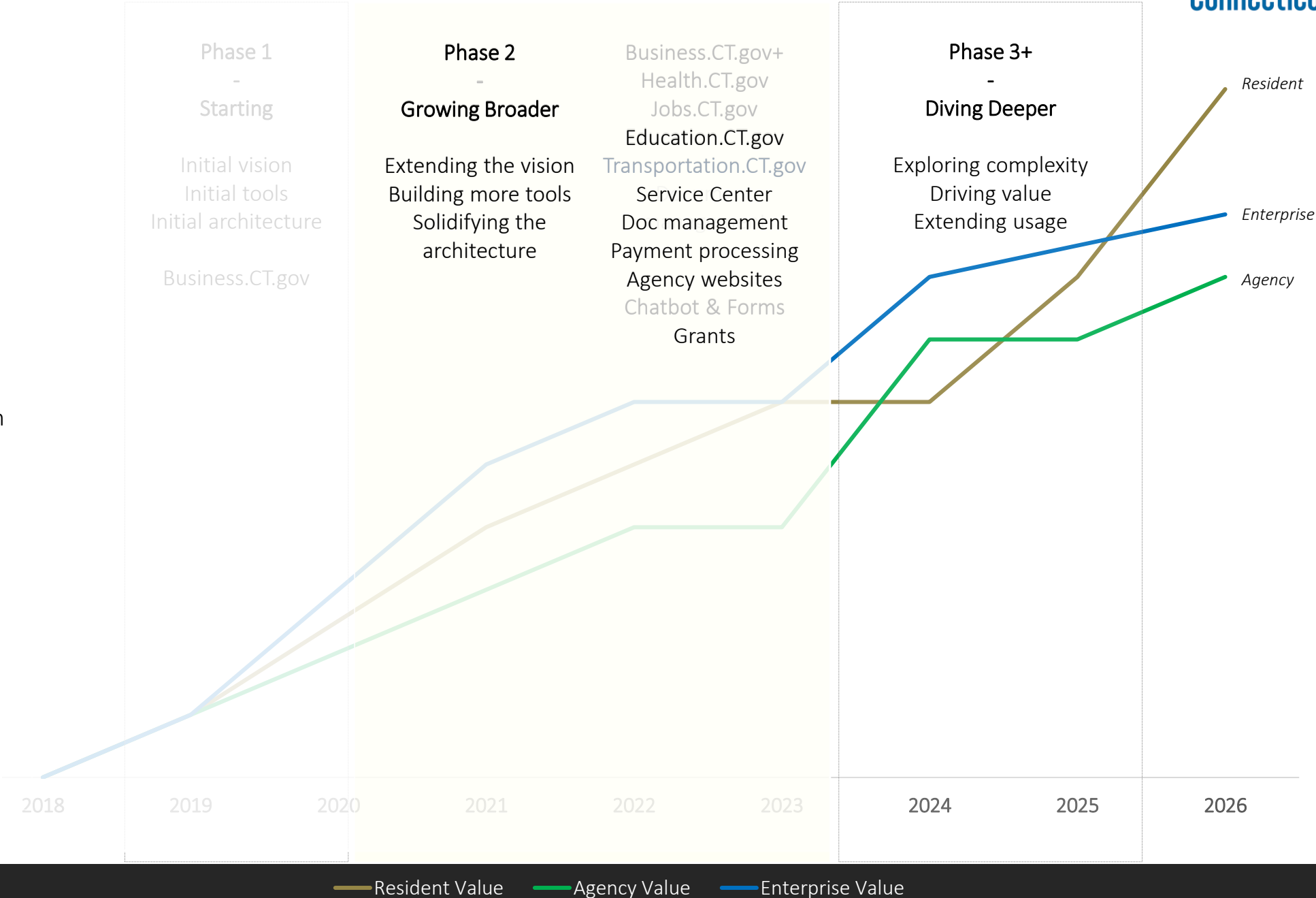
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Agency Outcomes

- Decreased process friction
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- Heightened productivity
- Reduced costs

Enterprise Outcomes

- Boosted engagement, efficiency, and satisfaction between agencies
- Reusable methods, standards, and process
- Shared technology
- Cost avoidance



Final Cost and Schedule

Digital Phase 2: \$61m for a team and licensing expanding value of extensible digital tools for 20+ agencies. **\$19m remains**

Enterprise Opportunities (\$37m budgeted)

- Service Dashboard (\$6.4m)
- ID Management (\$6.4m)
- Document Management Platform (\$5.2m)
- Payment Processing Platform (\$5.2m)
- Grants Management (\$1.2m)
- Rapid Forms Architecture (\$5.2m)
- CT.gov Chatbot (\$6.7m)
- Translation Services (\$700k)

Current Status (\$14.2m expended; \$6.5m encumbered)

Delivered 3+ iterations (\$3.5m)
 Delivered 2+ iterations (\$3m)
 Exploration (\$50k)
 Exploration (\$50k)
 Exploration (\$75k)
 Agency forms delivered, pivoting tools (\$4.3m)
 Delivered 2+ iterations (\$3.1m)
 Delivered base product improvement, pivoting tools (\$100k)

Planned Agency Opportunities (\$24m budgeted)

- Expanding Business.CT.gov (\$5.9m)
- Developing Health.CT.gov (\$6.5m)
- Developing Taxes.CT.gov
- Developing Jobs.CT.gov (\$4.2m)
- Developing Education.CT.gov (\$2.2m)
- Developing Transportation.CT.gov
- Redesigning agency websites (\$5.2m)

Current Status (\$15.3m expended; \$6m encumbered)

Delivered 5+ iterations (\$3.2m)
 Base product 6/23 delivery (\$4m)
Explored and replaced with Jobs.CT.gov
 Base product 6/23 delivery (\$3.1m)
 Exploration (\$100k)
Explored and replaced with agency websites
 35+ delivered (\$4.9m)

Appendix

Business.CT.gov



No matter your business needs,
we're here to help.

 Robin



Thanks for chatting with us. Ask me anything.

FEEDBACK +

Chat started at 6:58 PM



Please wait a moment while I get things ready to assist you.

Robin



Type your message...

NOTICE: File your Annual Report today. [File Now.](#)

Get a personalized new business checklist




START NOW >

 Time to Complete: 9-10 minutes

Everything you need to start a new business in Connecticut.

In less than ten minutes, you'll have a powerful customized checklist that will cut through the confusion and guide you through the process of starting a business in Connecticut.

What you'll get

-  Step-by-step instructions
-  Links to the forms you need
-  Contact information for help from





HEALTH.CT.GOV

Powerful health services to help you thrive in Connecticut

HOME

HEALTH SERVICES

INSURANCE & PAYING FOR CARE

HEALTH FOR ME

ELIGIBILITY SCREENER

PRACTITIONERS & PROVIDERS

How can we help you today?

SEARCH



Health and wellness for every stage of life, right at your fingertips.

Our mission is to help you stay healthy and informed while providing you with every opportunity to succeed. You may be a young mother looking for food and nutrition help.

HEALTH.CT.GOV

Powerful health services to help you thrive in Connecticut

[HOME](#)
[HEALTH SERVICES](#)
[INSURANCE & PAYING FOR CARE](#)
[HEALTH FOR ME](#)
[ELIGIBILITY SCREENER](#)
[PRACTITIONERS & PROVIDERS](#)

Welcome! You're about to join thousands of Connecticut residents who are taking personal control of their health and well-being. If you live (or soon plan to live) in CT, check out our powerful new prescreener and find benefit programs you might be eligible for.

READY TO START?

Time to complete is less than 10 minutes.

WHAT WE'LL ASK YOU:

We'll want to know a few details to help find you the best programs for you and your family.

- Your age
- Household Size

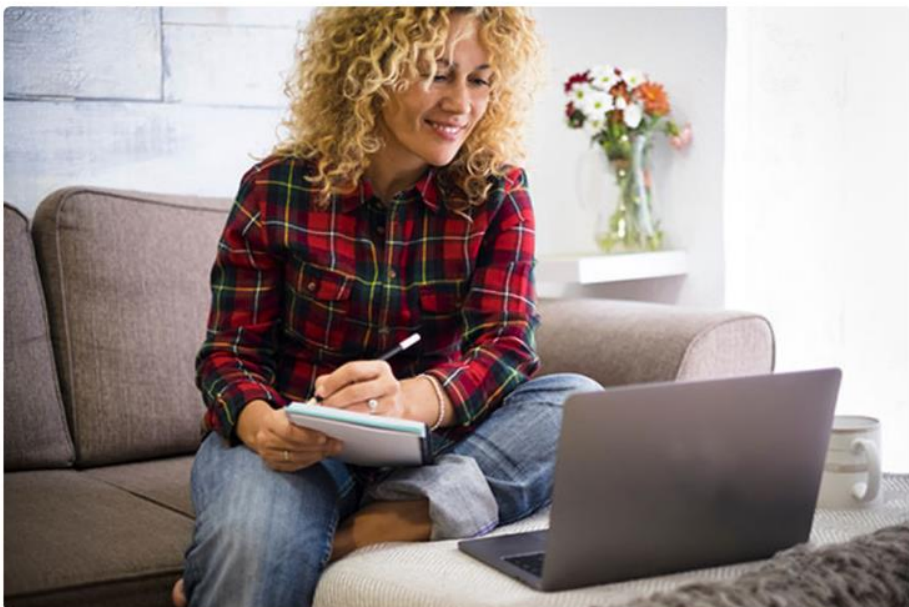


Start Now

START YOUR CAREER TODAY

[HOME](#)
[JOBS](#)
[CAREERS AND TRAINING](#)
[EMPLOYER RESOURCES](#)

FIND A NEW JOB



Get ready. Get set. Get hired!

You belong here! Connecticut has a diverse and inclusive workforce where everyone has the opportunity to succeed regardless of their background or identity.

There are well over 100,000 open positions in CT right now. We can help you get your first job, find a new employer, or change careers. Follow the links on this page to stand out from the crowd and apply to the best jobs for you. You'll find tools and resources that will help you improve your job search, skills, and to find your next opportunity!

[FIND A NEW JOB >](#)

LATEST NEWS

200 new jobs created by iCapital in Connecticut >

Connecticut's partnership with Amazon >

Stifel Financial Services creating jobs in CT >

Connecticut adds 5,300 manufacturing jobs >

Element 199 plans expansion of manufacturing jobs in CT >

STATE RESOURCES AND PROGRAMS

[CHOOSE A CAREER >](#)
[WRITE A RESUME >](#)
[APPLY FOR A JOB >](#)
[PREPARE FOR AN](#)
[NEGOTIATE YOUR](#)

START YOUR CAREER TODAY

Find the job you're looking for.

HOME

JOB

CAREERS AND TRAINING

EMPLOYER RESOURCES

Career Compare

Want a new job?

Career Compare will help you see how well you match the careers you want! You can compare your fit to three careers at a time. Use your results to focus your job search.

 Search career Ex: Teacher

ADD

Log in

Username or email address

tomjbrophy@gmail.com

Password

.....



Forgot your [username](#) or [password](#)?

LOG IN >

Need an account? [Sign up now](#)

Welcome to CT.gov

Powerful online services,
directly from the State.

Sign in now

Need a CT.gov account?
Sign up today.



MY SERVICES

ADD SERVICES

BUSINESS SERVICES

HEALTH SERVICES

Search

Hello John,

Business Health

HEALTH SERVICES

Care4Kids

Lorem Ipsum
Due: 03/31/2024



WIC

WICID: 12345678996544
Due: 03/31/2024

Add to service center home page



ADD SERVICE



OTHER SERVICES

Based on your profile you may qualify for these services;

Check Your Eligibility

See what benefits and service you may qualify for.

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NOTIFICATIONS

ALERTS

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CT HIGHLIGHTS & NEWS

[Free Online Platform Connects CT Manufacturers and Suppliers](#)

[CT Paid Family Leave \(CTPL\) - What You Need to Know](#)

[CareerConneCT Helps Employers Hire Skilled Workers](#)

[CareerConneCT Helps Employers Hire Skilled Workers](#)

Ct.gov

Robin



Hi! I am Robin - Your virtual assistant



Sed feugiat elementum qu

Bureau of Certification



State Department of Education

FEEDBACK+



CECS LOGIN



RENEW A CERTIFICATE



ADVANCE A CERTIFICATE



OUT-OF-STATE EDUCATORS



ATHLETIC COACHING



CROSS-ENDORSEMENTS

How can we help?

SEARCH



We believe that teaching is a calling. The Bureau of Certification is here to help you along the way.

You're ready to help guide the future leaders of Connecticut—and the world. Use the Connecticut Educa...



**DRIVER TRAINING INSTRUCTOR'S
LICENSE APPLICATION**
R-7A REV. 12-2021

STATE OF CONNECTICUT
DEPARTMENT OF MOTOR VEHICLES
DRIVER EDUCATION UNIT



NAME OF APPLICANT		DMV USE ONLY	
RESIDENT ADDRESS <small>(Number and Street)</small>		INSTRUCTOR NUMBER	INSPECTOR BADGE NO.
<small>(City or Town)</small> <small>(State)</small> <small>(Zip Code)</small>		LICENSE <input type="checkbox"/> INITIAL <input type="checkbox"/> RENEWAL <input type="checkbox"/> DUPLICATE	DATE
MAILING ADDRESS <small>(If different)</small>		HEIGHT	WEIGHT
SCHOOL TYPE APPLYING FOR <input type="checkbox"/> SECONDARY/VOCATIONAL <input type="checkbox"/> COMMERCIAL DRIVING <input type="checkbox"/> OTHER <small>(Explain)</small>		GENDER <small>(Circle one)</small> M F X	DATE
NAME OF SCHOOL FOR WHICH YOU INTEND TO TEACH		DATE OF BIRTH	HAIR COLOR
ADDRESS OF SCHOOL FOR WHICH YOU INTENDED TO TEACH <small>(Number and Street)</small>		OPERATOR LICENSE NUMBER	STATE
<small>(City or Town)</small> <small>(State)</small> <small>(Zip Code)</small>		SOCIAL SECURITY NUMBER	E-MAIL ADDRESS

Please answer all questions below to the best of your ability. Applicants providing false information are subject to prosecution to the fullest extent of the law.

1. HOW LONG HAVE YOU RESIDED IN THE TOWN OR CITY LISTED ABOVE?	2. WHERE WAS YOUR PREVIOUS PLACE OF RESIDENCE?
3. DO YOU HAVE A HIGH SCHOOL DIPLOMA OR EQUIVALENCY CERTIFICATE ISSUED BY THE STATE BOARD OF EDUCATION <small>(If yes, provide name of high school or Board of Education certificate number.)</small>	
4. HAVE YOU BEEN TREATED FOR FAINTING SPELLS, DIZZINESS, HEART DISEASE, SEIZURES OR OTHER DISABILITIES? <small>(If yes, explain below.)</small>	5. HAS YOUR OPERATOR'S LICENSE OR REGISTRATION PRIVILEGES EVER BEEN REFUSED, REVOKED, OR SUSPENDED BY ANY STATE? <small>(If yes, indicate where, when, and why below.)</small>
6. DO YOU HAVE AN ADDICTION TO ALCOHOL AND/OR OTHER DRUGS.	7. ARE YOU REQUIRED TO TAKE DRUGS ON A REGULAR BASIS FOR A MEDICAL CONDITION THAT MAY AFFECT YOUR ABILITY TO DRIVE?
8. HAVE YOU EVER BEEN CONVICTED OF A VIOLATION OF LAWS OTHER THAN THOSE PERTAINING TO THE USE OF A MOTOR VEHICLE? <small>(If yes, explain.)</small>	9. HAVE YOU EVER BEEN CONVICTED FOR VIOLATIONS OF LAWS, REGULATIONS, OR ORDINANCES OF ANY STATE PERTAINING TO USE OF A MOTOR VEHICLE? <small>(If yes, explain.)</small>
10. HAVE YOU COMPLETED AN APPROVED 45 HOUR INSTRUCTORS TRAINING COURSE?	WHERE COMPLETED WHEN COMPLETED CLASSROOM HOURS BEHIND THE WHEEL HOURS
11. HAVE YOU COMPLETED AN APPROVED ADDITIONAL 45 HOURS OF TRAINING?	WHERE COMPLETED WHEN COMPLETED CLASSROOM HOURS BEHIND THE WHEEL HOURS

I, the undersigned, declare under penalty of false statement that I have truthfully answered and/or provided all requested information to the best of my knowledge and ability.

APPLICANT'S SIGNATURE X	DATE SIGNED
WITNESS/SCHOOL OWNER SIGNATURE	DATE SIGNED



APPLICATION FOR NEW MASTER INSTRUCTOR

DEPARTMENT OF MOTOR VEHICLES

Full name of applicant (Last, First, MI)

Home Address

City, State, Zip

Daytime Phone