

**MID YEAR REPORT ON THE  
MAJOR INFORMATION TECHNOLOGY DEVELOPMENT  
PROJECT FUND**

**For  
Fiscal Year 2023  
As of December 31, 2022**

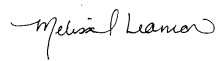
January 12, 2023

Ms. Victoria Gruber  
Executive Director  
Department of Legislative Services  
90 State Circle  
Annapolis  
MD 21401

Section 3.5-309(n) of State Finance and Procurement Article requires that the Secretary of the Department Information Technology submit by January 15th of each year, a mid-year individual project summary report on the State of Maryland's Major Information Technology Development Project (MITDP) Fund and the portfolio of all MITDPs. This FY2023 Mid-Year Report describes all Fiscal Year (FY) 2023 projects and their status as of December 31, 2022. It further reflects known or anticipated cost, scope or schedule changes and risks identified since the FY2022 Year-End Report submitted in November.

If you have any questions or comments, please contact me at [melissa.leaman@maryland.gov](mailto:melissa.leaman@maryland.gov).

Sincerely,



Melissa S. Leaman  
Acting Secretary

Enclosure

cc: Patrick Frank, Office of Policy Analysis, Department of Legislative Services  
Barbara Wilkins, Director of Government Relations, Department of Budget and Management

**MSAR # 10115**

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## State Agency Abbreviations

Baltimore City Community College	BCCC
Comptroller	COMP
Department of Budget and Management	DBM
Department of General Services	DGS
Department of Human Services	DHS
Department of Housing and Community Development	DHCD
Department of Information Technology	DOIT
Department of Natural Services	DNR
Department of Public Safety and Correctional Services	DPSCS
Governor's Grants Office	GGO
Maryland Department of Labor	MDL
Maryland Department of Environment	MDE
Maryland Department of Health	MDH
Maryland Insurance Administration	MIA
Maryland Institute for Emergency Medical Services Systems	MIEMSS
Maryland State Department of Education	MSDE
Maryland State Police	MSP
Maryland State Retirement and Pension System	SRA
Maryland Department of Transportation	MDOT
Maryland Aviation Administration	MDOT-MAA
Maryland Transit Administration	MDOT-MTA
Maryland Transportation Authority	MDTA
Motor Vehicle Administration	MDOT-MVA
State Highway Administration	MDOT-SHA
The Secretary's Office	MDOT-TSO
Office of the Attorney General	OAG
Office of the Public Defender	OPD
State Board of Elections	SBE
State of Maryland Assessment and Taxation	SDAT
State Treasurer Office	STO
Workers' Compensation Commission	WCC

## Executive Summary

The Maryland Department of Information Technology's (DoIT) Fiscal Year 2023 (FY22) portfolio of Major Information Technology Projects (MITDPs) mid-year report provides an update on the most recent status into the performance of Maryland's Information Technology (IT) system development projects. This report consists of fifty-seven (57) projects across twenty-six (26) agencies. The MITDP project portfolio FY23 appropriations are \$353,238,827 with current estimates at completion (EAC) at \$2,564,257,633.

Of the twenty-six (26) participating agencies, the top three agencies ranked by the number of active MITDPs are the Maryland Department of Health with 10 active MITDPs (with roughly \$196M in FY23 appropriations), the Department of Information Technology with 9 active MITDPs (with roughly \$28M in FY23 appropriations), and the Department of Public Safety and Corrections with 5 active MITDPs (with roughly \$7M in FY23 appropriations). If ranked by the total FY23 appropriations, MDH and DoIT remain as first and second respectively, but the Office of the Comptroller is positioned as the agency receiving the third highest FY23 appropriations at roughly \$27M.

While the end of FY22 saw eight (8) major projects close, FY23 began with the addition of fifteen (15) new major projects:

- (Budget and Management) CBIS Replacement
- (Comptroller) CPB payroll system modernization
- (General Services) AS400 Replacement
- (General Services) DGS Operations Center
- (Health) (MDH) Maryland AIDS Drug Assistance Program (MADAP) Program Case Management System
- (Health) Bed Registry and Referral System
- (Health) OPER - Systems Integration and Modernization
- (Higher Education Commission) New Unified Financial Aid System for Higher Education (or MDCAPS 2.0)
- (Information Technology) Financial Management Information Systems (FMIS) Transformation
- (Information Technology) MD FIRST Radio Tower and Backhaul Improvement Project
- (Information Technology) Remote Workforce Enablement
- (Information Technology) State of Maryland Enterprise Geographic Information Systems (GIS) Modernization
- (Labor) LABOR Omni-channel Contact Center System (LOCCS)
- (Natural Resources) Modernizing Maryland Park Reservation and Revenue Management System
- (Transportation) MDOT R\*STARS Modernization



### FY23 MITDP Planning/Implementation Status (PPR/PIR)

#	Agency Name	Project Name	FY23 MY PPR/PIR
1	Assessment and Taxation	Strategic Enterprise Application Network (SEAN)	PIR
2	Baltimore City Community College	Enterprise Resource Planning System (ERP)	PIR
3	Budget and Management	CBIS Replacement	PIR
4	Comptroller	CPB payroll system modernization	PIR
5	Comptroller	Integrated Tax System (ITS)	PIR
6	Education	CCATS Replacement Project (CCATS)	PIR
7	Education	IAC Business Management System (IBMS)	PIR
8	Education	Replacement Educator Information System (REIS)	PIR
9	Elections	Pollbooks 2022 (POLLB)	PPR
10	Emergency Medical Services	Maryland Institute for Emergency Medical Services Systems (MIEMSS) Emergency Medical Services (EMS) Communication System Upgrade	PIR
11	Environment	Lead Rental Certification and Accreditation (LRCA)	PIR
12	General Services	AS400 Replacement	PIR
13	General Services	DGS Operations Center	PPR
14	General Services	eMaryland Marketplace (eMMA)	PIR
15	Governor's Grants Office	Enterprise Grants Management Solution	PPR
16	Health	(MDH) Maryland AIDS Drug Assistance Program (MADAP) Program Case Management System	PPR
17	Health	Bed Registry and Referral System	PPR
18	Health	Integrated Electronic Vital Records Registration System (VRRS)	PIR
19	Health	Long Term Services and Supports (includes Financial Restructuring of the Developmental Disabilities Administration) (LTSS)	PIR
20	Health	Maryland Board of Nursing (BON) Enterprise Licensing and Regulatory Management Solution (ELRMS)	PPR

#	Agency Name	Project Name	FY23 MY PPR/PIR
21	Health	Medicaid Management Information Systems II (MMISII)	PIR
22	Health	Migrate MDH HQ Data Center to the Cloud (CLOUD)	PIR
23	Health	Statewide Electronic Health Records (EHR)	PPR
24	Health	OPER - Systems Integration and Modernization	PPR
25	Health	VoIP Conversion	PPR
26	Higher Education Commission	New Unified Financial Aid System for Higher Education ( or MDCAPS 2.0)	PIR
27	Housing and Community Development	Energy Efficiency Program Management System (EEPMS)	PIR
28	Human Services	Maryland Total Human-services Information Network (MD THINK)	PIR
29	Information Technology	Enterprise Solution Planning Initiative (ESPI)	PPR
30	Information Technology	Financial Management Information Systems (FMIS) Transformation	PPR
31	Information Technology	Maryland OneStop Portal (OneStop)	PIR
32	Information Technology	MD FIRST Radio Tower and Backhaul Improvement Project	PPR
33	Information Technology	networkMaryland 100GB Backbone Upgrade (100GB)	PIR
34	Information Technology	Remote Workforce Enablement	PPR
35	Information Technology	State of Maryland Enterprise Geographic Information Systems (GIS) Modernization	PIR
36	Information Technology	Voice and Datacom Modernization (VDM)	PIR
37	Insurance Administration	Insurance Tracking System (ITS)	PPR
38	Labor	LABOR Omni-channel Contact Center System (LOCCS) - 2023	PPR
39	Lottery and Gaming Control Agency	Central Monitor and Control System for a Video Lottery Terminal Program (VLT)	PPR
40	Natural Resources	DNR Modernization and OneStop Integration Project	PIR
41	Natural Resources	Modernizing Maryland Park Reservation and Revenue Management System	PPR

#	Agency Name	Project Name	FY23 MY PPR/PIR
42	Office of the Attorney General	Case Matter Management System (OAG -CMMS)	PIR
43	Office of the Public Defender	Case Matter Management System (OPD-CMMS)	PIR
44	Public Safety and Corrections	Computerized Criminal History (CCH)	PIR
45	Public Safety and Corrections	Drone Detection and Response System (Drones)	PIR
46	Public Safety and Corrections	Electronic Patient Health Record (EPHR)	PIR
47	Public Safety and Corrections	Learning Management System Replacement (LMSR)	PIR
48	Public Safety and Corrections	Maryland Correctional Enterprises (MCE) Enterprise Resource Planning Implementation Project (MCE - ERP/IP)	PIR
49	Public Safety and Corrections	MD Automated Fingerprinting Identification System (MAFIS)	PIR
50	State Police	Automated Licensing and Registration Tracking System (ALRTS)	PIR
51	State Treasurer Office	Financial Systems Modernization (FSM)	PIR
52	Transportation	Enhanced Procurement information control system (EPICS)	PIR
53	Transportation	Future Fare System (Next Generation Fare System) (NGFC)	PIR
54	Transportation	MDOT R*STARS Modernization	PIR
55	Transportation	Transit: Occupational Health Monitoring System (OHMS)	PIR
56	Transportation - State Highway	Consumable Inventory System (CIS)	PIR
57	Workers Compensation Commission	Workers Compensation Commission Enterprise Modernization (WCCEM)	PIR

## Assessment and Taxation: Strategic Enterprise Application Network (SEAN) (#4100)

**Project Description:** The Cloud Revenue Integrated System (CRIS) Modernization project (formerly known as SEAN) allows for the migration and redevelopment of SDAT's mainframe applications onto a cloud platform to develop user-centric applications for internal and external customers. The solution will provide SDAT with enhanced capabilities to intake streamlined applications, process submissions in a timely and accurate manner, and gain efficiencies in the auditing efforts applicable to the Department's three main tax credit programs: (a) Homeowner's Tax Credit (HTC), (b) Renter's Tax Credit (RTC), and (c) Homestead Tax Credit (HMST). Additionally, the project includes the migration and redevelopment of the Department's mainframe business suite (back-end) known as Maryland Business Entity System (MBES) onto a Cloud Platform to make it easier for business owners and entrepreneurs to plan, start, manage and grow their businesses in the State of Maryland.

**Project Status:** The project continues to focus on the implementation of the Renter's Tax Credit ("RTC") and associated functionalities (i.e., calculator for administrators, accounts payable/receivable tracking, audit and reporting, and data migration from the mainframe to OneStop) which is on track for deployment in Q3 FY23. RTC UAT was successfully completed with the TCP Team and OIT in November 2022. Homestead Tax Credit (HST) and Homeowners Tax Credit (HTC) modules have been rescheduled for release in Q3 FY24 with no impact to the current budget. As a result of onboarding a new implementation vendor (Ernst & Young) that acquired the previous vendor (Enovational) in Q2 FY23, the project is assembling a rebaseline request which will justify a revised implementation schedule and describe an improved implementation strategy. The rebaseline request is anticipated to be submitted post-award of the MBES TORFP (Part 1: Assessment and Proof of Concept), and will include updated budget details based on the proposals received. The TORFP for a cloud migration solution for MBES was timely released in June 2022 (FY22). The MBES TORFP is well underway with proposals due in January 2023.

**Known / Anticipated Schedule Changes:** A rebaseline request for schedule is in development as the project was impacted by the delay of the MBES procurement process.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** The previously reported schedule risks related to a prolonged MBES procurement process have been realized. The full schedule impact will be understood once the procurement concludes.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Baltimore City Community College: Enterprise Resource Planning System (ERP) (#6695)

**Project Description:** The BCCC's goal is to replace its administrative system that consists of legacy mainframe and COBOL technologies that can no longer be fully supported by the agency. This non-integrated system puts the college at risk since the legacy technology does not meet compliance regulations, or adequately support existing business functions. These limitations have resulted in process deficiencies and audit findings around state and federal compliance relating to sensitive data protections. The purpose of the project, therefore, is to implement an ERP solution to improve LAN/WAN infrastructure, retire legacy Cobol Regent Carbon application, deploy a new Financial Aid Management (FAM) Regent Award application, and acquire an ERP solution and implementation services.

**Project Status:** All core modules for the Banner ERP production system have been deployed. These include Financial Aid, HR (Phase 1: Personnel Management), Student, Student Accounting, and Finance. Students, staff and faculty are now using the production system. Additional interface development work is underway, where the project team is completing FMIS related workflow integrations with core application modules. The project team is also working to complete the Phase 2 of the HR module that includes the implementation of the webtime reporting capabilities. The module is scheduled for deployment in Q2 FY23.

**Known / Anticipated Schedule Changes:** No known or anticipated schedule changes at this time.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Comptroller of Maryland: Integrated Tax System (ITS) (#0431)

**Project Description:** The Compass Integrated Tax System (ITS) project will replace the State of Maryland Tax (SMART) system, Computer Assisted Collection System (CACS), and other outdated tax processing systems. ITS will integrate with a robust data warehouse to both continue and expand revenue generating projects and provide enhanced reporting functionality. The ITS will allow the Comptroller to efficiently administer all taxes and fees required by law, including processing and collection of personal income tax and sales and use tax, the State's largest sources of revenue. Successful implementation of the ITS will provide the COM with a modernized system, with current technology, that can be supported by and adaptable to the mainstream IT workforce. Uniformity in processing across tax types will simplify compliance by taxpayers and allow for a more dynamic use of Comptroller staff. Ongoing maintenance and support will be provided by an ITS contractor. Maintenance and support will include on- site staff responsible for supporting annual tax changes, new legislative mandates, and routine system maintenance and enhancements.

**Project Status:** The recently awarded IT management services contract with Serigor Inc has made strong inroads by strengthening program management of the project. Results are improved interface inputs, implementation flow, reporting and analysis of progress and resourcing. The recent referendum to legalize recreational cannabis has increased the scope that the project will need to be implemented within the current Release 2. The Serigor analysis identifying larger resource deficiencies, as well as COMP Leadership's direction to improve quality (designing and testing) and the added scope of cannabis has led to the decision to pause Release 3 development, expand the implementation timeline to provide a system stabilization period between releases, and focus on quality, especially on the taxpayer facing Portal functionality. Currently, the program management team is focused on planning and re-baselining the project schedule for all future releases.

**Known / Anticipated Schedule Changes:** A re-baseline request is under review expanding the overall implementation period by approximately 2 years.

**Known / Anticipated Cost Changes:** The rebaseline request under review indicates a cost increase (to expand the implementation schedule) of approximately \$37 million.

**Known / Anticipated Scope Changes:** The rebaseline request under review indicates the additional scope of implementing cannabis taxation.

**Risk Assessment:** The schedule remains at risk until rebaseline and contract modifications are finalized.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** Q1 FY21

## Comptroller of Maryland: CPB Payroll System Modernization (PSM) (#0910)

**Project Description:** Central Payroll Bureau (CPB) needs to start the process for implementing a new payroll system to replace our current legacy mainframe (INFOR E series) system. CPB is looking to select a modern, cloud-based integrated software as a service (SaaS) solution for payroll processing, which includes streamlining and automating legacy business processes as well as adopting standardized industry best-practices processes for over 100,000 Maryland State employees that we serve. CPB processes payroll for all Executive, Judicial and Legislative branch employees as well as all University System of Maryland employees.

**Project Status:** CPB hired Sr. Technical Writer to write current system documentation and an RFP to allow CPB to select payroll system which will replace the legacy system. A procurement process has been initiated for outsourcing Tax Reporting and remittances, as well as Garnishment functions. CPB has initiated the process of onboarding a Project Manager and Business Analyst.

**Known / Anticipated Schedule Changes:** No known or anticipated schedule changes at this time.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Budget and Management: Capital Budgeting Information System (CBIS) Replacement (#F102)

**Project Description:** BARS, the "Budget Analysis and Reporting System", has been operational in the State since 2018 and produces the majority of the Governor's operating budget submission to legislature each year since then, as well as continually adding new and revised features to support better management of the State's finances. This project is an extension of the core BARS application and project, centered around the significant other side of the budget process within the State - Capital Projects. This involves the management of new and carry-over requests for project and programs funding in the State – whether physical projects such as buildings, or other items such as refreshes of technology. This project will replace an existing system named CBIS (the Capital Budget Information System), replace many of the currently manual processes, such as the Project Equipment Worksheets, which are done in either Excel or Word, and add new functionality such a facility planning and geo-spatial integration with systems maintain by the Department of Planning. While it will be a separate code base due to differences in security requirements and the broad difference in the user base, we expect to be reusing the same technical infrastructure, hosting environment and support team.

**Project Status:** The project made good progress towards its first set of deliverables. The first of the six phases, the startup phase, was completed with all of the key deliverable activities accomplished, including the design of the data warehouse and migration, ad hoc reporting, budget book design documents and standards/structures. The second phase, Release 1, designed to complete the Budget Book and Session Reports and the administration screens, was due to be completed in Q2 FY23 but is now anticipated to be completed in Q3 FY23. Delivery of key components such as the project and program screens is unaffected by the current delay. The key outstanding issue in the project is a contractual issue. The planned contract modification was not approved and a new contract request has been submitted for approval. Current contracts/funds are in place through mid Q3 FY23.

**Known / Anticipated Schedule Changes:** No known or anticipated schedule changes at this time.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** The procurement issue may increase risk to project completion as scheduled.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None



## Department of Housing and Community Development: Energy Efficiency Program Management System (EEPMS) (#5450)

**Project Description:** The Department of Housing and Community Development (DHCD) plans to procure and implement a solution that will replace and expand on the current Energy Efficiency Program Management System (EEPMS) capabilities and further support the functions of the Department's Housing and Building Energy Programs (HBEP) unit. Currently, HBEP uses a web-based program management system that offers features such as application intake, invoicing, reporting, energy audits, and financial tracking. However, as more Marylanders are applying for energy efficiency assistance and with the increasing complexity in the delivery and administration of these programs, it has become evident that the current system is not robust enough to handle and meet the growing needs of the Department. Furthermore, the current system isn't flexible and requires time-consuming vendor intervention, even for minor modifications, leading to increased program costs and delayed system updates.

**Project Status:** The project team completed the evaluation of the project RFP in Q2 FY23. The project contract is fully executed and awaiting approval from BPW. Although previously anticipated to complete by Q1 FY23, the recommendation for award to BPW and subsequent issuance of the Notice To Proceed, are anticipated in Q3 FY23.

**Known / Anticipated Schedule Changes:** No known or anticipated schedule changes at this time.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

### Education: IAC Business Management System (IBMS) (#3BSL)

<b>Project Description:</b> The purpose of this project is to procure and establish for the Interagency Commission on School Construction (IAC) a state-of-the-art, configurable, online business-management system that will contain, route, and save documents and information related to the IAC's many business processes. Included in the scope of the project is to streamline and enhance the IAC's business processes and unlock new operational efficiencies that currently are not within reach for the IAC.	
<b>Project Status:</b> The project completed the evaluation phase and onboarded its implementation vendor. The project team immediately began initiation sessions with the implementation vendor and commenced initial planning activities with focus on identifying all relevant data sources, defining migration processes, and delineating the scope of data conversion activities. The project team continues to make progress relative to data extraction and migration, and defining data validation processes with vendor-provided migration tools.	
<b>Known / Anticipated Schedule Changes:</b> No known or anticipated schedule changes at this time.	
<b>Known / Anticipated Cost Changes:</b> No known or anticipated cost changes at this time.	
<b>Known / Anticipated Scope Changes:</b> No known or anticipated scope changes at this time.	
<b>Risk Assessment:</b> No project risks to report at this time.	
<b>Portfolio Review / Health Assessment Held:</b> 12/30/2022	<b>IV&amp;V Assessments Initiated:</b> None

## Education: CCATS Replacement Project (CCATS) (#J011)

<b>Project Description:</b> The project is to replace the existing Child Care Administration Tracking System (CCATS) by developing a centralized, interactive Early Childhood Data System (ECDS) that is modernized to become the foundation for MSDE’s rapidly evolving business demands and high expectations of the childcare community.	
<b>Project Status:</b> The evaluation committee initiated proposal evaluations and is now in the final stages of making an award recommendation. The evaluation team anticipates completing the award recommendation in Q2 FY23, and further anticipates submitting the final recommendation to BPW in Q3 FY23. The project team continues with business process related sessions to document current business processes and define future-state requirements.	
<b>Known / Anticipated Schedule Changes:</b> No known or anticipated schedule changes at this time.	
<b>Known / Anticipated Cost Changes:</b> No known or anticipated cost changes at this time.	
<b>Known / Anticipated Scope Changes:</b> No known or anticipated scope changes at this time.	
<b>Risk Assessment:</b> No new project risks to report at this time. Previously reported resource risks remain a concern and are under evaluation.	
<b>Portfolio Review / Health Assessment Held:</b> 12/30/2022	<b>IV&amp;V Assessments Initiated:</b> None.

## Education: Replacement Educator Information System (REIS) (#0862)

**Project Description:** MSDE is actively developing an Educator Information System (EIS) for issuance, renewal, reinstatement, endorsement, suspension and revocation, and maintenance of educator certificates in Maryland. This system must interface with several organizations i.e. National Association of State Directors of Teacher Education and Certification (NASDTEC), Department of Public Safety and Correctional Services /Criminal Justice Information Services (CJIS), Department of Human Services (DHS), Maryland's OneStop Licensing portal, PayPal, or the designated State payment processor. The system will include an educator portal with an administrator and public search functions. There are currently approximately 300,000 educator records in the MSDE certification database. The MSDE's Certification Branch, located within the Division of Educator Certification and Program Approval (DEPCA), bears responsibility for the issuance, renewal, reinstatement, endorsement, suspension and revocation, and maintenance of these certificates. There are approximately 125 licensed users with direct access from either inside the MSDE or from the twenty- four (24) LEAs. Users, under varied permission levels, access certification data, upload materials, check certification statuses, run canned reports, and process educator certificates.

**Project Status:** The project successfully completed Phase-1 deployment of the TEACH application and has been working with the implementation provider to deploy a ticketing system as part of its Operations & Maintenance service solution. The project team resumed development activities for the Disqualified Substitutes and Bus Drivers module since deployment activities were deferred to focus on the deployment of the core application. The project team has since completed requirements gathering activities and anticipates production release of the module in Q3 FY23.

**Known / Anticipated Schedule Changes:** A schedule rebaseline request is anticipated due to the completion date shifting from Q4 FY22 to Q3 FY23.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None.

## Elections: Pollbooks 2022 (POLLB) (#0003)

<b>Project Description:</b> The 2022 Pollbook Project is for the procurement and implementation of a new pollbook system in time for the 2022 Gubernatorial elections. The 2022 Pollbook Project will require the procurement, testing and implementation of a commercial off-the-shelf (COTS) solution to verify voter registration, confirm precinct location and issue ballots. In addition to the Pollbook solution itself, scope will include equipment, supplies and services needed for implementation, decommissioning and disposal of the existing legacy pollbook system.	
<b>Project Status:</b> The vendor has continued requirements gathering activities and development of the solution to meet the needs of Maryland. Six (6) of nine (9) development iterations have been completed to date. SBE released a PORFP for 9,000 tablet computers and anticipates awarding the procurement in Q3 FY23. SBE is working on additional PORFP/RFPs to fulfill the balance of the required project hardware acquisitions. The project remains on track to support the 2024 election cycle.	
<b>Known / Anticipated Schedule Changes:</b> A schedule rebaseline request is anticipated.	
<b>Known / Anticipated Cost Changes:</b> No known or anticipated cost changes at this time.	
<b>Known / Anticipated Scope Changes:</b> No known or anticipated scope changes at this time.	
<b>Risk Assessment:</b> No known or anticipated risks at this time.	
<b>Portfolio Review / Health Assessment Held:</b> 12/30/2022	<b>IV&amp;V Assessments Initiated:</b> None

## Emergency Medical Services: MIEMSS Emergency Medical Services (EMS) Communication System Upgrade (#23COM)

<p><b>Project Description:</b> MIEMSS is upgrading its statewide EMS Communications System, replacing the legacy analog system with a fully IP-based system. The current system handles approximately 400,000 radio/phone calls per year, operates 24/7/365 and the upgrade will eliminate single points of failure and permit operations from multiple locations. MIEMSS' goal is to have a highly reliable, next generation communications system built on a uniform platform that is IP-based, uses proven and scalable technology, and integrates with the State's public safety answering points (PSAPs). The upgrade effort is divided into phases largely based on the MIEMSS EMS Regions. Each phase has three defined stages: equipment delivery, implementation, and acceptance. The upgrade plan shall allow for geo-diverse operations, be fully functional from any physical site including the locations from which MIEMSS currently operates, have performance meeting or exceeding current capabilities, retain current analog subscriber and base station infrastructure, incorporate wired and wireless video technologies, integrate with the State's planned 700 MHz communications system, and include consideration of wireless broadband technologies.</p>	
<p><b>Project Status:</b> Deployments of new communications system implementations continued in the reporting period. The tower remediation contract changes planned for completion in Q3 FY22 were delayed but completed in Q1 FY23. The delays in executing the contract modifications has resulted in extending the tower remediation efforts from Q2 FY23 to Q3 FY23. These delays as well as delays relating to lack of hospital and site access during COVID are documented in a rebaseline request that is under review.</p>	
<p><b>Known / Anticipated Schedule Changes:</b> A rebaseline request for schedule is under review.</p>	
<p><b>Known / Anticipated Cost Changes:</b> No known or anticipated cost changes at this time.</p>	
<p><b>Known / Anticipated Scope Changes:</b> No known or anticipated scope changes at this time.</p>	
<p><b>Risk Assessment:</b> No project risks to report at this time.</p>	
<p><b>Portfolio Review / Health Assessment Held:</b> 12/30/2022</p>	<p><b>IV&amp;V Assessments Initiated:</b> None</p>

## Environment: Lead Rental Certification and Accreditation (LRCA) (#3206)

**Project Description:** The LCRA project’s goal is to replace current legacy applications and databases, integrating solutions that will help the MDE Lead Poisoning Prevention Program (LPPP) maintain their business data and support business processes. To this end, MDE is employing modern .NET application development technologies coupled with a SQL Server backend database for the new LRCA system. The use of this technology will reduce dependencies on outside contractors for application enhancements, maintenance and support. Benefits of this technology approach include interoperability, increased sustainability, and reduced operations and maintenance support costs. The LRCA system will provide MDE with a secured internet application interface that will help the accredited entities in maintaining and submitting requisite and compliance data electronically to MDE. Through an intranet interface, MDE users will be able to view, amend, and approve accreditation applications, compliance data, and certifications, and perform the oversight function of enforcement actions against property owners and accredited entities. In addition, the system will allow applicants, accredited entities, and violating parties to pay fees and penalties online using an integrated payment processing module.

**Project Status:** LRCA project team has been in the MITDP Operations & Maintenance (O&M) phase since December 2021. The Agency is working with DoIT EPMO to ensure all required documentation has been submitted and approved for official project closure. The project will no longer be included in future reports.

**Known / Anticipated Schedule Changes:** No known or anticipated schedule changes at this time.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## General Services: Operations Center (OPC) (#A0103)

**Project Description:** The Department of General Services (DGS) will construct a DGS Operations Center (DOC) where all data from DGS-owned buildings will be gathered, analyzed and distributed for appropriate action. Building managers and maintenance staff will access the information to see the status of building equipment and receive alerts as needed. Analysts will use artificial intelligence, algorithms, historical data and other resources to determine the condition of systems and equipment over time. They will predict equipment longevity and needed repairs or replacement before failure and conduct cost-benefit analyses to decide when best to do so. The DOC will be built using existing office space. Necessary components of the DOC will include building hardware (computers, displays, cabling, furniture, wireless access points and building equipment sensors), handheld vibration and temperature sensors, portable displays and other diagnostic equipment, software licenses for expanded Computerized Maintenance Management System (CMMS) capabilities and modules, training, equipment repair and maintenance, staffing (management team, analysts, database manager, building systems manager), and extensive IT support (software development, networking, troubleshooting) to merge all of these into an integrated and functioning system.

**Project Status:** The project team has identified a potential solution and is working with DoIT to procure the identified products and services. The project is also working on hiring a dedicated and qualified project manager to manage day-to-day project related activities.

**Known / Anticipated Schedule Changes:** No known or anticipated schedule changes at this time.

**Known / Anticipated Cost Changes:** No known or anticipated schedule changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No major risks are being reported for this reporting period.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None



## General Services: AS400 Replacement (AS400) (#1320)

**Project Description:** DGS Design Construction & Energy (DCE) manages all facility and site design and construction projects on behalf of all State of Maryland agencies that do not have independent procurement authority. Management of design and construction is complex. It includes the contract, schedule, and financial management of the projects and their fund sources. DGS manages the financial data through an antiquated, integrated database, the AS400. DGS uses the AS400 system as a management tool to track finances, schedules, and the progress of projects. Reports produced are utilized by project managers, senior agency administrators, and elected officials. It interfaces with other agency systems. The scope of the AS400 replacement MITDP is to identify and implement a cloud-based financial and project management system that replaces the AS400 system. The new system will enable the State to manage the finances and schedules of its multi-million-dollar projects more efficiently and accurately.

**Project Status:** The project team is hiring a qualified and dedicated project manager to initiate the requirement-gathering process and stakeholder management.

**Known / Anticipated Schedule Changes:** No known or anticipated schedule changes at this time.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No major risks are being reported for this reporting period.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## General Services: Statewide Enterprise Procure to Pay System (eMMA) (#P014)

**Project Description:** DGS has engaged with DoIT, DBM, and the Governor’s Office to deliver a statewide enterprise, multi-jurisdictional electronic procurement and vendor self-service (“eProcurement”) solution. The intent is for eMMA to be acquired as a cloud-based, Software-as-a-Service (SaaS) solution to meet State statutory requirements for all State procurements. This will replace the “eMM” solution provided by a contract with Periscope Holdings, Inc., which expired August 28, 2019. In addition, eMMA will also offer options for end-to-end or Procure-to-Pay functionality with a financial management or asset management system. Such functionality will allow public bodies to either integrate in real time or batch interface, with the potential for replacing Maryland’s current ADPICS purchase order tool. The eMMA solution will provide support for all public procurement processes and system requirements, including the following: public notices, sourcing, receiving, vendor self-service registration and management, solicitation development, bid document management, government-to-business online electronic punch-out catalogs, requisitioning, and a readily available data warehouse repository with reporting tools for all appropriate public information.

**Project Status:** In addition to prior delivery of Bid Board (release 1.0) and Contract Management (release 1.1) functionality, the project has delivered Minimum Viable Product (MVP) releases for Vendor Management (release 1.2) and Procure to Pay (release 2.0) functionality in August 2022 and November 2022, respectively. Both MVP releases were comprised of core features and initially rolled out to 4 select agencies (DGS, DoIT, DBM, VA). Discovery activities for the iFMIS implementation have been completed, and the formal implementation of the iFMIS project kicked off in November 2022. The iFMIS implementation is scheduled for completion by the end of Q2 FY24.

**Known / Anticipated Schedule Changes:** A rebaseline request for schedule was approved in Q1 FY23. The agency is preparing an additional rebaseline request for schedule as a result of updated plans to execute work planned for FY24 in FY23.

**Known / Anticipated Cost Changes:** A rebaseline request for cost was approved in Q1 FY23. The agency is preparing an additional rebaseline request for cost as a result of executed scope planned for FY24 in FY23.

**Known / Anticipated Scope Changes:** A rebaseline request for scope was approved in Q1 FY23.

**Risk Assessment:** Organizational Change Management (OCM) activities related to communication, training and migration of data (open purchase orders from ADPICS to eMMA) are currently being tracked as a major transition risk.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** Q2 FY21

## Governor's Grants Office: Enterprise Grants Management Solution (#P018)

<b>Project Description:</b> The project plans to procure and implement a web-based and full lifecycle Enterprise Grants Management System (EGMS). Agencies are currently using a variety of manual processes across a number of siloed systems. The Governor's Grants Office (GGO) interactions with state agencies, local governments, and the public reveal an interest and need for a statewide centralized grants management system to manage all grants through their full lifecycle within the State. The proposed system would standardize and streamline grants processes during identification, application, award management, monitoring, and reporting phases. The EGMS would also ensure compliance with Federal guidelines and State reporting requirements.	
<b>Project Status:</b> The responses to the request for proposal solicitation are being reviewed. The project team anticipates submitting a recommendation for an award to the BPW in Q3 FY23. The project core team continues to work on the requirements gathering for the awarded vendor to implement/configure in the new Enterprise Grant Management System.	
<b>Known / Anticipated Schedule Changes:</b> No known or anticipated schedule changes at this time.	
<b>Known / Anticipated Cost Changes:</b> No known or anticipated cost changes at this time.	
<b>Known / Anticipated Scope Changes:</b> No known or anticipated scope changes at this time.	
<b>Risk Assessment:</b> No project risks to report at this time.	
<b>Portfolio Review / Health Assessment Held:</b> 12/30/2022	<b>IV&amp;V Assessments Initiated:</b> None

## Health: Statewide Electronic Health Records (EHR) (#A806)

**Project Description:** The Maryland Department of Health (MDH) is looking to replace its legacy paper and electronic patient records with a modern statewide Electronic Health Record (EHR), previously known as Computerized Health Record Information System (CHRIS). The EHR will improve operational efficiency, hospital planning, evaluation and accreditation, patient care and safety, and data security, as well as reduce the cost of administering a large multi-hospital system. The new system will enable eligible professionals, hospitals and local health departments to submit public health data to MDH electronically and support MDH program goals to increase the transition from paper to electronic reporting. The system will include an improved electronic pharmacy ordering and dispensing module and introduce a fully integrated Electronic Medical Records (EMR) system across all State operated inpatient facilities. In doing so, this system will modernize and automate many existing manual, paper-based systems, and significantly enhance quality improvement and quality assurance efforts within each State inpatient facility.

**Project Status:** : MDH has requested a rebaseline of this project due to the cancellation of the EHR RFP and the assessment that the project ITPRs do not provide sufficient background on the need to modernize the hospital networking infrastructure or upgrade equipment; nor are the associated costs for the hardware and infrastructure upgrades identified as line items in the project spend plan. In FY19 and FY20, analysis was completed on the power and network infrastructure at each of the facilities to determine current performance and identify what would be needed to upgrade the infrastructure to support a new statewide SaaS EHR system. Further analysis was completed in FY21 to verify the power and network status and assess the need for end user equipment to be used in each facility to ensure redundancy, speed, and range of the network. The program released RFP in Q1 FY23. Evaluations of responses are under way and anticipated to continue into Q3 FY23.

**Known / Anticipated Schedule Changes:** A rebaseline request for schedule is under review.

**Known / Anticipated Cost Changes:** A rebaseline request for cost is under review.

**Known / Anticipated Scope Changes:** A rebaseline request for scope is under review.

**Risk Assessment:** No new project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Health: Long Term Support and Services Tracking System (LTSS) (#T807, T808, & T809)

**Project Description:** In 2014 Maryland Medicaid completed reforms to its Long-Term Care practices. To assist in this endeavor, CMS authorized federal matching funds for the design, development, and implementation of the LTSSMaryland system. The objectives of the system are to deliver the functionality necessary to satisfy the requirements specified for the federal Balancing Incentive Program (BIP), Community First Choice (CFC) programs, and the automation and consolidation of Medicaid fee-for-service and home and community-based services. The system enables authorized users to perform Medicaid case management for eligible participants enrolled in various Medicaid Waiver and State Funded programs. The system also includes standardized assessment instruments, incorporates an in-home services verification system (ISAS) that meets federal Electronic Visit Verification (EVV) requirements, and claims submission module. The Autism Waiver billing will be completed in January 2023 (previously scheduled for December) and the Model Waiver billing component will be completed by June 2023 (previously scheduled for early 2023) with phase-in implementation complete in 10/2023.

**Project Status:** The system's capabilities continue to expand to fully encompass all Medicaid HCBS programs in one centralized medical eligibility, service authorization, and claims submission solution. An approved Five-Year Program Plan and timeline is in place for accomplishing the remaining planned software development initiatives. Once the 5-year plan is accomplished in SFY2025, the development of LTSS Maryland will be considered fully operational, with development only planned for new programs, requirements, and system/application updates not yet known to MDH. The LTSSMaryland project has transitioned to the MD THINK platform within the prior period. LTSSMaryland completed and passed CMS Certification for its Electronic Visit Verification solution (including LTSSMaryland security protocols). During the prior period LTSSMaryland launched a mobile EVV app as required by CMS. Additionally, LTSSMaryland is finalizing the deployment of the Model Waiver for Medically Fragile Children and the Waiver for Children with Autism Spectrum Disorder. Several additional enhancements were made to the existing application. Finally, MDH and DDA continued to onboard DDA providers into LTSSMaryland. The DDA phase-in is part of a multi-year approach which will continue through 2024.

**Known / Anticipated Schedule Changes:** The Model Waiver billing component will be completed by Q4 FY23 (previously scheduled for Q3 FY23) with phase-in implementation complete in Q2 FY24.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** The MD THINK PaaS cutover was successful, and the associated risks were closed.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** Q2 FY14

## Health: BON Enterprise Licensing and Regulatory Management Solution (ELMS) (#A805)

**Project Description:** The procurement of an Enterprise Licensing and Regulatory Management Solution (ELMS) that provides the capabilities related to the management of every aspect of licensing and discipline to Maryland Health Occupation Boards. These capabilities include software licenses and support, systems analysis, development, implementation, and support services for the Health Occupation Boards. This new system will assure, advance, and protect the public's health and welfare through proper credentialing, permitting, licensing, examination, inspection, and discipline of health providers, distributors and facilities. This new system will also help enforce regulations and legislation, resolve complaints, and educate the public.

**Project Status:** The project has made no progress during the reporting period. The Boards and licensing organizations have been focused on network reconnection since the MDH network security incident rather than engaging in project discussions and planning. MDH is reevaluating the development solution/technology approach and working to identify an overall plan for prioritizing the boards to be transitioned to a new system. The project must determine a solution path, define next steps and then request a rebaseline of the project scope, schedule and cost.

**Known / Anticipated Schedule Changes:** The agency will need to rebaseline the schedule once a definitive path forward is identified.

**Known / Anticipated Cost Changes:** The project will need to rebaseline for cost once a definitive path forward is identified.

**Known / Anticipated Scope Changes:** Agency will need to rebaseline for scope once the analysis regarding the path forward is complete.

**Risk Assessment:** The project's undefined scope, unidentified source of funding, and the absence of a project schedule/timeline/roadmap are high risks. The project must also provide all required project planning documentation to ensure compliance with the MITDP program.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Health: Medicaid Management Information Systems II (MMISII) Enhancements (#T810-T812)

**Project Description:** It is MDH's plan to procure a solution for a modernized and modular Medicaid Management Information System (MMIS). The project is currently identified as the MMIS Modular Transformation (MMT) project by the agency. MDH completed a MITA 3.0 State Self-Assessment (SSA) in order to establish a baseline of the existing business operations and technical architecture. As a result of the MITA SSA, MDH formalized an initial plan, known as the Roadmap, for the modular replacement of its current Medicaid Management Information System (MMIS). The initiatives outlined in the Roadmap, call for the development, implementation, and operations of several modular systems and services to be iteratively procured and implemented over the next three to six years, with operations beginning in a phased approach as each module is implemented. MDH plans to utilize the MDTHINK platform to integrate services for the Medicaid program where applicable. The MMT Project modules include: Customer Relationship Management (CRM), which we are now call Business Process Re-Engineering (BPR), Decision Support System (DSS) / Data Warehouse (DW), Pharmacy Point-of-Sale Electronic Claims Management System (POSECMS), Behavior Health Administrative Services (BHASO), Dental Administrative Services (DASO), TierPoint Migration of EDITPS, MDTHINK migration of eMedicaid, Provider Management Module (PMM), Financial Management, Electronic Document Management System (EDMS), Enterprise Security, Surveillance and Utilization Review Subsystem (SURS), the No Wrong Door project integrating application transfers between MHC and E&E, EDI gateway replacement, Enterprise Integration Services (EIS), CMS Interoperability, Utilization Control Agent (UCA), Non Emergency Medical Transportation (NEMT) and Core MMIS. Through the Center for Medicare, Medicaid Services (CMS) Advanced Planning Document (APD) process, MDH will annually request 90% federal funds matching. This project includes procuring the contractual services of a Project Management Office (PMO), Independent Verification and Validation (IV&V), and Systems Integrator (SI). The Project Management Office (PMO) contractor will be responsible for strategic planning, enterprise governance management, architecting integration framework and for managing modular procurement and implementations. The 3rd party IV&V contractor will represent DoIT and CMS interests throughout each project and, as such, provides an independent and unbiased perspective on the progress of MMIS module development and the integrity and functionality of the system. The Systems Integrator (SI) contractor will implement and maintain the foundational architecture platform and provide a central point of integration.

**Project Status:** The MMT program continues with the module modernization efforts. The BHASO component has been in production for some time and is currently in O&M as MDH continues to work with its vendor on resolution of significant gaps in functionality and privacy and security incidents. MDH is assembling BHASO RFP for publication in Q3 FY23. The POSECMS module went live in Q2 FY23 with a successful ORR conducted by CMS/MITRE. SURS is scheduled to deploy the Pilot version of the SAS application in Q2 FY23 with onsite UAT conducted prior to deployment. A DASO RFP has been published and response evaluations will be under way in Q3 FY23. The UCA RFP response evaluation is currently in progress with a recommendation for award anticipated in Q3 FY23. The NEMT services procurement activities are also in progress. EDITPS successfully migrated to

MD Think platform during the reporting period. The Medicaid Enterprise Claim System (MECS) RFR was published and over 150 vendor questions are being processed. The RFR process is anticipated to conclude in Q3 FY23. EIS will be completed in two phases - Phase 1 was completed in Q2 FY23 with the deployment of LTSS Maryland and the migration of EDITPS to the MD Think Platform. Phase 2 is on track for go-live by Q3 FY23. Regarding the PMM module, the MDH team continues to search for a functional PM resource to support the current PMM Product Owner. PMM is anticipated to deploy in Q3 FY24.

**Known / Anticipated Schedule Changes:** No known or anticipated schedule changes at this time.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** Each MMT module/project is managing risks and issues. The risks and issues roll up to an overall tracking tool overseen by the MMT PMO. No overall program risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** Q4 FY20



## Health: Integrated Electronic Vital Records Registration System (VRRS) (#A807)

**Project Description:** The VRRS Project will modify the code for the existing California Integrated Vital Records System (Cal-IVRS) to Maryland's specifications and port it to run on the MD THINK platform. The new system will contain modules to allow secure web-based entry of all birth and fetal death records, along with the import of marriage and divorce records. The system will also support the search, retrieval, and issuance of certificates based upon these records including modules to track the acceptance of fees and the use of security paper. The VRRS will be integrated with the existing Maryland Electronic Death Registration System (MD-EDRS), previously customized from California's death registration system, which will be ported to run on MD THINK during the integration phase. This integration will support the existing user accounts that are currently in use at all Maryland medical facilities and funeral facilities. The integrated system will support a reporting system that exports new records in specified formats for electronic transfer to the National Center for Health Statistics and other interested parties. It will also support the transmission and receipt of data to and from the Social Security Administration. The system will provide for restricted search and issuance capabilities for use by local health departments and by the MVA. The solution will support the import of all legacy data from Maryland's current vital records systems.

**Project Status:** The capability for obtaining birth certificate documents at MVA locations (to support the REAL ID license program) continues to expand to additional MVA sites. The legacy birth and death records systems continue to operate successfully on the MD THINK platform as the new systems are being developed. The project was awarded a federal grant supporting requests for data collection and reporting in support of COVID-19 topics. The grant scope impacts the schedule, therefore the project will submit a rebaseline request addressing scope, schedule and cost changes associated with the federal grant is under review by DoIT. Development of the new birth records and work order management (certificates issuance) system continues and is entering the final phases for pilot release. Data Migration processes have started and parallel testing between the existing and new systems is under way.

**Known / Anticipated Schedule Changes:** A rebaseline request for schedule is under review.

**Known / Anticipated Cost Changes:** A rebaseline request for cost is under review.

**Known / Anticipated Scope Changes:** A rebaseline request for scope is under review.

**Risk Assessment:** The project team is monitoring supply chain issues which may impact the pilot go-live of birth registration, work order management and birth reporting systems.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Health: Migrate MDH HQ Data Center to the Cloud (CLOUD) (#A246)

**Project Description:** This project includes a phased migration of MDH servers and applications to updated cloud environment solutions. The initial phase includes the preparation, migration, and post-migration work to consolidate MDH servers, applications, and databases located across various MDH locations into a commercial private cloud environment, co-located with DoIT. The host is an improved secured environment with measures that protect MDH systems against threats. The new hosting environment will also permit staging for applications, new and existing, that will be developed and migrated to a public cloud environment. The solution also includes a geographically diverse, private cloud high-availability and disaster recovery environment. Subsequent phases include the study, selection, development, and migration of targeted services and applications to public clouds that are to be determined. This MITDP was re-baselined in FY21 to include the MDH public website modernization effort, which includes the upgrading, updating, and transition of hosting to DoIT.

**Project Status:** The primary cloud-hosted datacenter has been operational for two years. Additional MDH physical and virtual computing services have been consolidated during this reporting period. Three programs, MADAP, OPER, and eHARS, are currently being revised to take advantage of available cloud resources. Other MDH applications are being reviewed and assessed for possible refactor, rebuild, or replacement. From this assessment, an enterprise-wide plan will be developed to migrate existing applications and consolidate “like” functionality. This planning will be followed by the development and deployment of cloud-based solutions. The secondary (disaster recovery) datacenter is being further refined to better facilitate timely recovery from an extended outage. Regarding the Web Modernization portion of the MITDP, efforts accomplished during the reporting include web page redesign, architecture recommendations related to consolidating content where possible, and flagging content that needs to be updated, removed from publication or deleted. Other accomplishments have included improvements in content editing, enhanced reporting and audits designed to 1) verify that the right individuals are being reached for training and communicating updates, 2) maintain an accurate roster of website Content Approvers and Editors, and 3) secure sites ensuring proper permissions have been granted only to appropriate users.

**Known / Anticipated Schedule Changes:** No known or anticipated schedule changes at this time.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Health: Maryland Department of Health VoIP Conversion (VOIP) (#A810)

**Project Description:** The Maryland Department of Health (MDH) currently uses PBX-based telecom technology that has reached its end of life. MDH has a total of 5,500 phones in 18 facilities with 15 of those sites using the end-of-life PBX systems. This project, when completed, will move the phones at all 18 sites to a hybrid VoIP-based environment. The Maryland Department of Health (MDH) has a need to replace its existing telephone infrastructure in 11 hospital facilities as they are utilizing beyond end-of-life hardware that cannot be reliably maintained, managed, or repaired by MDH staff and vendors. MDH will be managing the upgrade for 11 hospitals and DoIT will provide support for the MDH office building upgrade.

**Project Status:** The VoIP PORFP was published during the reporting period and vendor responses were received. The PORFP response evaluations have concluded, a vendor susceptible for award has been identified, and DGS has prepared the recommendation for award for presentation to the BPW. The presentation is currently scheduled for BPW review in Q3 FY23.

**Known / Anticipated Schedule Changes:** No known or anticipated schedule changes at this time.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Health: Bed Registry and Referral System (BRRS) (#A813)

**Project Description:** The Maryland Department of Health - Behavioral Health Administration has both a business need and a legislative mandate to create a mental health and substance use disorder bed registry and referral system that will track available capacity and allow healthcare providers and others to see bed availability and refer individuals for services.

**Project Status:** The Department is currently undertaking a centralization of the two pilot projects established earlier this year. The centralization will provide a single point of access through Maryland 211 “Press 4” for hospital discharge planners to receive care coordination support for patients requiring inpatient or outpatient/community based behavioral health services. The centralization is intended to increase use of the respective inpatient and outpatient resources that have been established as well as to enhance tracking and planning capabilities for short and long term capacity development as well as regulatory and policy enhancements to facilitate timely referrals to needed resources. A decision has been provided by the Executive Committee to go for the “Buy” option to acquire a BRRS solution. A decision memo is anticipated in Q3 FY23. The project team has collaborated with OCMP technical writers and have completed drafting an RFP for the BRRS system. Additionally, the Department is working with 211MD to identify additional capabilities within their technology platform to determine if the full range of needs contemplated by the MITDP can be achieved within the existing platform.

**Known / Anticipated Schedule Changes:** No known or anticipated schedule changes at this time.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Health: Maryland AIDS Drug Assistance Program (MADAP) Program Case Management System (MADAP) (#A246G)

**Project Description:** This project modernizes the case management systems for the Maryland AIDS Drug Assistance Program (MADAP). The program administers funding to provide medication for individuals who have AIDS who are on government assistance. The case management system ensures patients receive timely, proper, legal amounts of support consistent with the law and enables MDH to support the Maryland population with a leaner staff count.

**Project Status:** The MADAP project team has documented a series of business objectives that capture the project scope and is working to expand these into functional requirements. During the reporting period a set of evaluation criteria for assessing potential solutions was defined. Using the criteria, commercially available solutions have been researched and evaluated to assess their ability to meet the program business and requirements. The evaluation resulted in the identification of multiple viable commercial solutions. The MADAP program is working to determine the appropriate path forward.

**Known / Anticipated Schedule Changes:** No known or anticipated schedule changes at this time.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Health: OPER - Systems Integration and Modernization (OPER) (#D1430, D1271, D125G)

**Project Description:** The Office of Controlled Substances (OCSA), within the Office of Provider Engagement and Regulation (OPER), seeks to implement a new system to replace their existing outdated and low-tech solution for registrant application processing of Controlled Dangerous Substance (CDS) registrations, inspections, and case management. This solution will include the development and deployment of a registration, case management, and field inspection tracking system used by MDH to conduct compliance involving controlled substances. It will provide an efficient business process workflow that will expedite services rendered to Maryland CDS registrants. The OCSA, authorized by statutory obligation, enforces the Controlled Dangerous Substance (CDS) Act, and ensures the availability of drugs for legitimate medical and scientific purposes. OCSA issues CDS permits to practitioners, researchers, and establishments that administer, prescribe, dispense, distribute, manufacture, conduct research, and conduct chemical analysis of CDSs. OCSA pharmacists perform regulatory inspections ensuring compliance with applicable laws and non-compliance results in education or disciplinary action against the CDS registrant. This system will include reporting mechanisms to monitor key performance metrics to pinpoint successes and problematic activities contributing to the ongoing opioid epidemic. Additionally, the new technical environment will support off-site disaster recovery and help to facilitate continuity of operations during emergency situations.

**Project Status:** A preliminary set of functional requirements and program interfaces have been developed during this reporting period. These requirements, along with other supporting documentation, were sent to DoIT to obtain cost and schedule proposals from existing State-contracted vendors. Receipt of those proposals is pending. MDH is also looking to leverage DoIT services to acquire resources to support the business team during implementation.

**Known / Anticipated Schedule Changes:** No known or anticipated schedule changes at this time.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Human Services: Maryland Total Health Information Network (MD THINK) (#6B17)

**Project Description:** Maryland Total Human Services Integrated Network (MD THINK) is a technological endeavor in the State of Maryland initiated in FY17 with Federal approval. Its purpose is to modernize and integrate multiple MD State health and human services targeted towards vulnerable citizens. The project is hosted by DHS and is founded on the notion of a shared technological platform for various web-based technology systems that enable access to Maryland's health and human service programs. The platform will be hosted on a cloud service provided by Amazon Web Service (AWS) and will constitute a Shared Data Repository (SDR) for centralized storage and retrieval of consumer data. Health and human service delivery in the State of MD has historically been supported by stand-alone systems that minimally interface with other systems delivering public health, juvenile systems, and adult services. This leads to more expensive service delivery due to systemic inefficiencies and redundancies. Statewide integration of technology systems catering to health and human services and a common data repository across the systems will allow the State to achieve cost reductions, utilize modern technology and reduce time required for delivery.

**Project Status:** The three legacy DHS applications, the Client Automated Resource and Eligibility System (CARES), Child Support Enforcement System (CSES), and the Maryland Children's Electronic Social Services Information Exchange system (CHESSIE), have been decommissioned. The current business functions are being performed with the new MD THINK applications - Eligibility and Enrollment (E&E), Child, Juvenile, and Adult Management System (CJAMS), and the Child Support Management System (CSMS). The Juvenile component of the Child, Juvenile, and Adult Management System (CJAMS) is still in development and is planned for a statewide deployment in Q3 FY23.

**Known / Anticipated Schedule Changes:** A rebaseline request for schedule is required.

**Known / Anticipated Cost Changes:** A rebaseline request for cost is required.

**Known / Anticipated Scope Changes:** A rebaseline request for scope is required.

**Risk Assessment:** No new project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** Q4 FY18

## Information Technology: Remote Workforce Enablement (RWE) (#P020)

**Project Description:** The Remote Workforce Enablement Project will develop a DoIT managed platform to enable workers to securely and effectively access the information technology resources, services, and systems they need to perform their vital functions while working outside of their typical office location and IT environment. This platform will include layers of systems, tools, and processes such that DoIT will be able to leverage it as a service offering to units of government across the State, including those within all three Branches of State Government and potentially within county and local jurisdictions, with the initial implementation supporting the specific agencies below which participate in DoIT's Enterprise services.

**Project Status:** At the end of FY21 DoIT commissioned a report to explore and evaluate the technological options available to form the basis of the proposed platform. The report provided DoIT with a better understanding of the business need for a proposed platform, the various populations and capabilities it should support, and the technological requirements. DoIT has launched a pilot effort to implement the foundational technology components for such a platform leveraging VMWare. The pilot is currently limited in scope to support DoIT workers only and serves to prove the concept of the platform and the proposed service offering.

**Known / Anticipated Schedule Changes:** No known or anticipated schedule changes at this time.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None



## Information Technology: Financial Management Information Systems Transformation (FMIS) (#TBD)

**Project Description:** Financial Management Information System (FMIS) is the official accounting system of record for the State of Maryland comprised of accounting, purchasing and inventory, and reporting applications. The state implemented this system in the mid 1990s. The platform incorporates two business functions, including procurement automation and financial accounting. The state brands the former as "ADPICS" and the latter as "RSTARS." Due to changing business and technical constraints the state encounters an increasing level of difficulty in providing the required functionality and service levels. The state has engaged other major information technology development projects that transition procurement automation to new, more responsive platforms. These include the State's eMaryland Marketplace Advantage project and a new project under consideration at the Maryland Department of Transportation. Upon completion, RSTARS, or the financial accounting component of FMIS, will remain. The state now intends to implement a replacement of RSTARS.

**Project Status:** This project is in the initiation phase with stakeholder agency executives meeting regularly to assemble a framework. The Department of Information Technology has been listed as the initial custodian of this MITDP, as a placeholder. During the reporting period the General Accounting Division within the Comptroller's Office was identified as the replacement custodian of this MITDP.

**Known / Anticipated Schedule Changes:** No known or anticipated schedule changes at this time.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Information Technology: Enterprise Geographic Information Systems (GIS) Modernization (#P021)

**Project Description:** The State of Maryland Geographic Information Systems (GIS) enterprise provides advanced geospatial and location analytics in support of strategic business objectives. GIS helps State agencies to improve collaboration across Government and private sector entities, enhanced multi-agency service delivery and enable the implementation of new platform business models. This project is designed to enable State agencies to innovate, reduce cost through reuse of common components, and deliver new capabilities with speed and agility in compliance with updated security and privacy standards. This project will restore operations to optimal performance, accommodate expansion of current and future demand, ensure compliance with updated security and privacy standards, provide access to new features and functions of the technology and gain efficiency through the advancement of the collective investment in systems to support government services.

**Project Status:** Project staffing/recruitment is underway. The project team is preparing to rebaseline scope as security ATO requirements were not originally known/defined. Thus updates to the ATO package are needed as part of the delivery of this project. Additionally the project has encountered schedule delays in procurement and difficulty in locating/onboarding resources with specialized experience needed for the effort. A rebaseline for schedule will be needed as the project completion expectation of Q4 FY23 is not anticipated as Q2 FY24.

**Known / Anticipated Schedule Changes:** A rebaseline request for schedule is required.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** A rebaseline request for scope is required.

**Risk Assessment:** Delays in onboarding resources may further negatively impact the schedule.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Information Technology: Enterprise Solution Planning Initiative (ESPI) (#P013)

**Project Description:** A key step in the Enterprise Plan is the institution of a central planning process. In this plan, the DoIT EPMO establishes a component within the DoIT Intake process for MITDP evaluation whereby agencies identify needs before spending time and money on extensive planning of their siloed projects. The EPMO reviews IT requests in the context of the Enterprise, determines if it can be delivered via a procurement or minor effort, added to an existing MITDP, or if a new Enterprise initiative (via MITDP) should be planned. The Enterprise Solutions Planning Initiative (ESPI) will provide integrated planning support and tools to support the numerous IT solution requests from agencies. This process combines the planning activities that traditionally have occurred in siloed projects in order to assess Enterprise needs. The proper planning for these requests will be critical in engaging agencies with common needs and data, developing appropriate strategies and architecture, leveraging process improvements, identifying acquisitions, and determining technologies and systems for implementation. Individual agency planning ITPR's will no longer be submitted because large upfront planning to document all project requirements is no longer desirable in an agile environment. Instead, central planning will be provided, with the goal being to devise an Enterprise strategy. If the strategy calls for a major development effort, the DoIT will help establish the processes and strategies to meet the needs of all agencies in a way that is compatible with the enterprise architecture, resulting in an implementation ITPR for the initiative. DoIT EPMO will also continue to modernize its MITDP portfolio management and dashboard reporting functionality to support these initiatives and other all MITDPs under DoIT's purview.

**Project Status:** The rollover for the system that contains ITPR submissions (PRISM) was completed in late June and subsequently opened for agency submissions for FY24 requests. PRISM enhancements have paused in FY23 due to the restructuring of the vendor servicing the system. It is anticipated that a list of enhancements and maintenance items cataloged will be addressed beginning in Q3 FY23. ESPI planning activities in FY23 have included the evaluation of industry standard and commercially available Project Management Information Systems. The EPMO intends to implement such a system which will serve as the repository for MITDP data collection, storage, analysis and reporting enabling MITDP portfolio management and dashboard reporting functionality. Currently the data is stored in Google sheets and other disjoint repositories.

**Known / Anticipated Schedule Changes:** No known or anticipated schedule changes at this time.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Information Technology: MD FiRST Radio Tower and Backhaul Improvement Project (RADIO) (#P022)

**Project Description:** Maryland First Responders Interoperable Radio System (MD FiRST) is the Statewide interoperable radio communication network implemented to support State, county and federal first responders. The DoIT MD FiRST infrastructure project was completed geographically, in phases, beginning in 2010 and is targeted to be complete in FY22. The MD FiRST infrastructure consists of a communication backbone of approximately 180 radio tower sites that include communication towers, equipment shelters, radio equipment, and data communication equipment. The MD FiRST Radio Tower and Backhaul Improvement Project will support SB 235, and utilize Resource Sharing Agreement (RSA) funds to implement the following: MD FiRST Radio Tower Remediations to bring the existing towers up to TIA construction code standards; MD FiRST Tower Site maintenance/repair; MD FiRST Tower Site Physical Security; MD FiRST Tower Start Up Lease Costs (to cover situations where we can't get like kind exchange RSAs); Radio Tower construction (to cover budget shortfalls from the MD FiRST Coverage Improvement Project; and, Mitigation of known backhaul (fiber/microwave) gaps within the MD FiRST network.

**Project Status:** The MD FiRST Radio Tower and Backhaul Improvement Project team has leveraged existing master contracts to begin sitework. Detailed project plans are anticipated for delivery in Q3 FY23. Delays in final schedule and planning are being explained by challenges in determining ways to leverage existing master contracts to fulfill project requirements.

**Known / Anticipated Schedule Changes:** No known or anticipated schedule changes at this time.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No known or anticipated risks at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Information Technology: Voice and Datacom Modernization (VDM) (#P012)

**Project Description:** The State of Maryland is currently using outdated Centrex/TDM/PRI/Fax technology and is making the transition to a more modern IP Telephony solution of Unified communications and Voice over Internet Protocol (VOIP). Unified Communications integrates multiple means of communication (e.g., e-mail, instant messaging, voice, etc.) onto one platform, gaining efficiency across the State enterprise network. For FY20, a rebaselining of the MITDP was approved, adding four more agencies (SDAT, DNR, DOL, MDE) to the scope of the project including an additional 3,000+ phones for migration to the VoIP environment.

**Project Status:** The Voice and Data Modernization (VDM) project continues to make strong progress towards completion. The focus for FY23 is migrating State agencies at Multi-Service Centers (MSCs) and State Center in Baltimore. Migrations have been completed at 7 MSCs this year, with another 6 planned by the end Q4 FY23. DHS headquarters (311 W. Saratoga St.) staff, who used the DoIT PBX in State Center, were also migrated. This will make their relocation to the new DHS HQ in downtown Baltimore easier to execute, since it is easier to move an employee on the VoIP system than one using traditional PBX technologies for phone service. Additionally, the remaining DNR locations that were added to the project during the rebaseline are scheduled to complete by Q4 FY23. Supply chain issues have caused the project schedule to be extended into FY24. This will impact the migration dates for staff using the State Center Complex PBX and the Salisbury MSC, which have been shifted into FY24. The project continues to be on budget. The project is also coordinating the migration of agencies located at State Center in Baltimore with their relocation into downtown Baltimore.

**Known / Anticipated Schedule Changes:** The schedule has been extended through FY24. The schedule extension is driven by global supply chain delays causing wait times for up to 1 year for equipment to be delivered.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** The continued global shortage of computer chips has created long lead times for equipment required by the project. The supply chain risks will continue to be monitored.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Information Technology: networkMaryland 100GB Backbone Upgrade (100GB) (#P017)

**Project Description:** networkMaryland's infrastructure is currently a partial mesh design that has grown organically over time based on the availability of fiber assets. This network is anchored by a number of core sites, strategically located throughout the State, where network traffic and services aggregate. The availability of external internet peering services, location of data center services, and proximity to subscriber headquarters are all potential reasons a location has been selected to be a core site. These core sites are interconnected by networkMaryland fiber, and the resulting fiber network is referred to as the backbone network. The current backbone network was designed based on a maximum capacity for any specific fiber link of 10 Gbps, which was the standard at the time. This project includes the re-design and re-engineering of the backbone network to leverage current technologies to increase the maximum bandwidth of the most heavily utilized backbone links to 100 Gbps and the configuration and deployment of the network equipment required to support the upgrade. The project will focus on those core locations where current network traffic and expected traffic growth is the heaviest. The current preliminary design upgrades eleven core sites. Sites to be upgraded will include all of the core sites in the Baltimore - Annapolis corridor, the Frederick core site, as well as the State's primary cloud services location.

**Project Status:** Global supply chain and shipping issues continue to impact the project. The project has completed the primary implementation, upgrading the networkMaryland backbone to 100GB. The schedule was extended to accommodate redundancy planning and deployment for the Eastern Shore ring. However, due to unforeseen delays in procurement, the Eastern Shore redundancy implementation was not completed as planned. The fiber installation was completed but the equipment purchase is still pending. After the equipment is received the configuration should take approximately 60 days. According to the equipment vendors, as of December 2022 the estimated equipment delivery date is March 2023.

**Known / Anticipated Schedule Changes:** If the equipment is delivered in March 2023, the project can be completed by Q4 FY23.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** The continued global supply chain and shipping issues have created long lead times for equipment required by the project. The supply chain risks will continue to be monitored.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Information Technology: Maryland OneStop Portal (OneStop) (#P016)

**Project Description:** Maryland currently has over 1,000 forms online spread across State agency websites. Many of these forms are only available to download, complete manually on paper, and returned via US mail. There is no inter-agency coordination for license processing, which means that license processing tasks are duplicated throughout the State government apparatus. These inefficiencies come at a significant cost burden to the State and result in inconsistent quality of service to our customers. DoIT plans to convert forms and licenses into electronic forms that enable customers to complete and submit them online from a home computer, mobile phone or tablet. Additionally, the technology will be used to automate a variety of State processes that are currently handled manually or via legacy or unsupported technology.

**Project Status:** The OneStop Core project continues to make significant progress towards automating state agencies application intake processes. Since the start of the MITDP, the OneStop Core project has digitized approximately 90 forms representing approximately 20 agencies across the state. The previous implementation vendor's (Enovational) Chapter 11 filing has been resolved. Enovational was acquired in a bankruptcy court regulated asset sale and the state has accepted the transition to Ernst and Young (EY). While there is certainly a transition period required in order to get the new vendor up to speed, the project is progressing, and agencies are still being on-boarded to the platform. In collaboration with the Department of Labor (DoL), the eLMO project will be separated out of the OneStop Core MITDP project. The decision for the eLMO project to be reestablished as its own separate MITDP was made due to the wide variety of programs at DoL that need to be modernized. DoIT will continue to work with DoL to identify the best solution, which may or may not be the OneStop platform. Progress on the MDA Modernization project had slowed due to Enovational's Chapter 11 filing. However, DoIT has assisted MDA in on-boarding a state-side project manager (PM) through DoIT's DPMO staffing contract. MDA Leadership and MDA subject matter experts are working closely with EY and the DoIT managed PM to develop the next set of requirements in order to resume work on the project. In order to support the continued forms modernization efforts across the state, DoIT will be working with EY to establish a robust product backlog. This backlog will include platform level enhancements which once implemented will be able to be utilized by all the agencies/forms already in production. Examples of these enhancements will include increased reporting capability, offline inspections with online data sync, further integration with the Treasurer's payment gateway, and integrations with state legacy systems (e.g. FMIS, CJIS, etc.).

**Known / Anticipated Schedule Changes:** Now that Ernst and Young (EY) has acquired the previous vendor that filed for Chapter 11, DoIT will resume efforts to rebaseline the project schedule.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No scope changes other than the ones described under the Project Status section known or anticipated at this time.

**Risk Assessment:** EY's acquisition of Enovational was finalized in late Q1 FY23. DoIT will be closely monitoring this transition and will document any risks identified along with mitigation strategies. There are no specific risks identified at this time, other than the successful completion of the transition/knowledge transfer.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None



## Insurance Administration: Insurance Tracking System (ITS) (#5500)

**Project Description:** The Maryland Insurance Administration (MIA) has identified the need to replace the current Enterprise System (ES). This custom-built application was deployed in the 1990's to meet a number of critical business functions, including: (a) Company Licensing, (b) Market Conduct Case Tracking, and (c) Case Tracking for Hearings and Orders. In the years since ES has been developed, there have been significant changes in MIA's technological needs due to changes in the workflow processes, increased need for automation, and advances in technology. The MIA therefore seeks to deploy a new Insurance Tracking System (ITS) to accommodate the agency's growing needs and facilitate greater automation through this project. The new ITS will leverage the use of modern technologies; enhanced document management workflows, and improve collaboration, data analysis, and data reporting for its stakeholders.

**Project Status:** A system was procured in Q2 FY22, however shortly after award the vendor was terminated by the agency with cause. The new/revised RFP was anticipated in Q1 FY23 but has not yet been published. The project will need to be re-baselined due to the impacts of the delays related to the re-procurement process.

**Known / Anticipated Schedule Changes:** The project will require a schedule rebaseline due to the delays in implementation.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Labor: Labor Omni-channel Contact Center Solution (LOCCS)

**Project Description:** The Maryland Department of Labor (MDL) Unemployment Insurance (UI) division is undergoing a multi-phased, citizen and employer facing telecommunications upgrade. UI seeks a Labor Omni-channel Contact Center Solution (LOCCS) to replace the current vendor outsourced contact center. System features will include call recording, knowledgebase, virtual assistant, and chat with state-of-the-art analytics. The scope also includes integration between Salesforce, BEACON, and LOCCS. The contact center services the following groups: Benefit Payment Control, Central Processing Unit, Reemployment and Trade, Benefits and Accuracy Measurement and Consolidated Contributions Contact Center which receives inbound calls from employers.

**Project Status:** The project is in the procurement phase, and the evaluation committee is reviewing the proposals. The project team anticipates submitting a recommendation for an award to the BPW in Q3 FY23.

**Known / Anticipated Schedule Changes:** No known or anticipated schedule changes at this time.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Lottery and Gaming Control Agency: Central Monitor and Control System for a Video Lottery Terminal Program (#D002)

**Project Description:** The Maryland Lottery and Gaming Control Agency (MLGCA) is responsible for the regulatory oversight of the six casinos licensed to operate in the State of Maryland. There are currently approximately 11,765 Video Lottery Terminals (VLTs) between the six casinos. Maryland Code §9-1A-02(c)(1) and §9-1A-02(c)(2) require that all VLTs be connected to a central monitor and control system (CMCS) owned or leased by the state. The goal of this project is to provide a CMCS and all associated system infrastructure, as well as a full suite of reporting tools, for VLT facility and Agency use. Gaming provides a large revenue stream for the State of Maryland and demands a monitoring and control system with a high level of operational integrity. The system is also needed to provide the public with confidence and trust in the credibility and integrity of gaming operations in the state.

**Project Status:** VLT completed a successful implementation in October 2021 and has been in the O&M phase since deployment. The project is working with DoIT EPMO to ensure all required closeout documentation has been submitted. The project will no longer be included in future reports.

**Known / Anticipated Schedule Changes:** No known or anticipated schedule changes at this time.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Maryland Higher Education Commission: Unified Financial Aid System (#0123)

**Project Description:** The purpose of this project is to develop and implement a student financial aid delivery system that provides MHEC's Office of Student Financial Assistance (OSFA) with an efficient and consumer-friendly web-based unified scholarship application that will allow for an applicant to apply for all centralized scholarship programs offered at MHEC. The Office of Student Financial Assistance (OSFA) Commission at the Maryland Higher Education Commission (MHEC) administers 26 State student financial aid programs that process approximately 150,000 applications from Maryland students. Over 55,000 students receive awards in these programs each year providing over \$110 million dollars in aid to Maryland students. Modifications are needed annually to this system to address federal and State program requirements. The application: 1) will be available in multiple languages; 2) will be mobile accessible with upload capability from the device; 3) will allow a student to view communications; 4) will allow a student view documents and progress toward completion; 5) will possess the ability for students to electronically sign documents; 6) will integrate with student and parent tax information; 7) will have the ability to contact the Commission; and, 8) will provide videos and guidance to describe the application process. For financial aid management and administration the system will be used for: 1) initial application; 2) processing of new and renewal awards, student notification, and student award acceptance; 3) notifying higher education institutions and legislators of awards and awarding information; 4) verifying awards; 5) paying funds for awards and reconciling accounts; 6) the maintenance, tracking, fulfillment and repayment of service obligations associated with certain programs; and, 7) internet access for financial aid status for students and financial aid administrators.

**Project Status:** The project is currently recruiting their technical project team that will include a senior project manager, a business analyst, and a technical writer. Interviews are underway and candidate selection is anticipated to conclude in Q3 FY23. The agency has started assembling SDLC documents including a Project Scope Statement and Project Charter.

**Known / Anticipated Schedule Changes:** No known or anticipated schedule changes at this time.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None.

## Office of Attorney General: Case Matter Management System (OAG-CMMS) (#1002)

**Project Description:** This project replaces OAG's 15-year-old case management system. The system no longer meets the agency's needs as it is inefficient, slow and impedes departmental productivity. Moreover, the legacy application is rigid and cannot be adapted to fulfill new business needs. The new CMMS will be web-based, eliminating miscellaneous ways of tracking case information. Data exchange with other applications will be integrated, as will the ability to interact with current applications. New capabilities, such as tracking physical files, improved document management, and legal conflict checking will be supported. System design will focus on supporting, adapting, and simplifying OAG's business processes.

**Project Status:** The project continues to roll out the core functionality for the Civil Division to agency departments. This scope of work has taken longer than expected due to system modifications required for each unit. The Civil Division has completed 13 unit implementations and anticipates completing 52 additional units by Q1 FY26.

**Known / Anticipated Schedule Changes:** As indicated in the prior report, deployment delays require the project to rebaseline for schedule.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** Agency compliance with and response to statutory required project oversight reporting activities remains a significant concern.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Office of the Public Defender: Case Matter Management System (OPD-CMMS) (#2200)

<b>Project Description:</b> The Office of Public Defender (OPD) is customizing and deploying E-Defender, a module of Journal Technologies Incorporated's (JTI) COTS legal case management application. It is a web-based application that leverages Microsoft SQL Server technologies, and an application that is being tailored to meet OPD's business and technical requirements. The Department is also assessing technical feasibility to consolidate and integrate other case management related workflows and legacy applications, such as word processing, mail, calendaring, reporting, and inter-application data exchange processes with E-Defender.	
<b>Project Status:</b> With the rebaseline request approved, this project has made significant progress. The project has gone live and is currently in O&M. It is anticipated that the MITDP will close in Q3 FY24.	
<b>Known / Anticipated Schedule Changes:</b> No known or anticipated schedule changes at this time.	
<b>Known / Anticipated Cost Changes:</b> No known or anticipated cost changes at this time.	
<b>Known / Anticipated Scope Changes:</b> No known or anticipated scope changes at this time.	
<b>Risk Assessment:</b> No project risks to report at this time.	
<b>Portfolio Review / Health Assessment Held:</b> 12/30/2022	<b>IV&amp;V Assessments Initiated:</b> None

## Natural Resources: Park Reservation and Revenue Management System (#A144)

<p><b>Project Description:</b> The Department of Natural Resources (DNR) requires a modern, reliable, mobile-friendly, web-based Park Reservation and Revenue Management System (PRRMS) with a customer call center to take registrations and reservations, facilitate retail transactions, inventory control, revenue tracking, and reporting. The PRRMS will be used by the public, park employees, and Central Call Center staff to create registrations/reservations for parking spots, campsites, pavilions, cabins, houses, buses, yurts, gift cards, boating facilities, organized events, barns, and other group areas. In addition, the PRRMS will handle point of sale (POS) items and associated inventory management and will track all revenue received. Additional scope requirements will come from the Professional Study in Fiscal 23 and the State Park Investment Commission. We believe other modernization efforts such MDTA E-Z Pass Pay-By-Plate integration, upgrading Point-of-Sale equipment, Park IT infrastructure upgrades (e.g., Wi-Fi), etc., will be discussed.</p> <p>The platform should provide an Open Application Programming Interface (API) specification and integrate into the OneStop portal.</p>	
<p><b>Project Status:</b> The agency has recently on-boarded both a Business Analyst and a dedicated PM for this initiative. The agency is currently in the process of drafting an RFP for approval and choosing vendors.</p>	
<p><b>Known / Anticipated Schedule Changes:</b> No known or anticipated schedule changes at this time.</p>	
<p><b>Known / Anticipated Cost Changes:</b> No known or anticipated cost changes at this time.</p>	
<p><b>Known / Anticipated Scope Changes:</b> No known or anticipated scope changes at this time.</p>	
<p><b>Risk Assessment:</b> No project risks to report at this time.</p>	
<p><b>Portfolio Review / Health Assessment Held:</b> 12/30/2022</p>	<p><b>IV&amp;V Assessments Initiated:</b> None</p>

## Natural Resources: DNR Modernization and OneStop Integration Project (#A005)

**Project Description:** The Department of Natural Resources (DNR) requires a web-based platform that supports a variety of internal and external system integrations that better gather and process essential formation. The agency's current system, COMPASS, lacks the ability to integrate and provide a platform based central point of access. As a result, an array of inefficient practices have evolved such as manual data entry, duplicative reporting structures, and conflicting numbers due to user input errors. The number of licenses and permits sold by DNR has drastically decreased in recent years. DNR believes that, with a new license and permit process that is on an intuitive and user-friendly platform, citizens will purchase licenses and permits from DNR once again. The platform should accept, manage, sell, and promote licenses and permits for recreational hunting and fishing, commercial fishing, boat titling and registration, boat taxes, and special permits.

**Project Status:** The project has shifted technology direction during the completion of the first and second phases of implementation. With the unsuccessful completion of phase 2, the project will no longer be leveraging the OneStop solution. An RFP is being developed to procure the development of an electronic licensing and registration system (ELRS) to replace all remaining project functionality and content. The project team anticipates having the solution procured in Q3 FY23 with an expected go-live in Q1 FY24.

**Known / Anticipated Schedule Changes:** The change in solution direction will require a rebaseline for schedule.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** With the decision to change the system implementation approach the schedule has already been impacted, but there is also a risk of further delays and increased project cost as a full procurement must be executed.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None



## Public Safety and Correctional Services: Drone Detection and Response System (Drones) (#P015)

**Project Description:** The DPSCS is implementing a drone detection system to mitigate unlawful entry of contraband into the State of Maryland Prison System. While there is interest in including a response component to this initiative, the primary objective of this project is drone detection and not response. The project was initiated in two phases: (a) A sole- source contract to define the requirements of the system and development of an RFP, and (b) procuring the services of a contractor to deliver and implement a system. The project scope was expanded to address an increase in the number of correctional facilities protected by drone detection technology and the inclusion of future response capabilities in compliance with Federal and State guidelines.

**Project Status:** The project completed installation of layer 1 and layer 2 components at all six pilot sites. Installation of layer 3 components (cameras and artificial intelligence software) has been delayed due to supply chain issues. The vendor anticipates delivery and installation of layer 3 components in Q3 FY23.

**Known / Anticipated Schedule Changes:** Global supply chain and shipping issues have created long lead times for equipment required by the project. The project anticipates delivery and installation in Q3 FY23.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time

**Risk Assessment:** The continued global supply chain and shipping issues have created long lead times for equipment required by the project. The supply chain risks will continue to be monitored.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None.

## Public Safety and Correctional Services: Computerized Criminal History (CCH) (#1730)

**Project Description:** The DPSCS, Information Technology and Communications Division (ITCD) is in the process of replacing the obsolete CCH mainframe system. The legacy system, which includes the Ident/Index and Arrest Disposition Reporting (ADR) mainframe systems, will be replaced with an enhanced solution that allows for the provisioning of timely updated offender information to Local Law Enforcement, Community Supervision Programs, and other DPSCS constituents. This project will also improve legacy business processes and workflows, and deploy automated applications and tools for improved information-sharing. The modernized application will also provide efficient identification of offenders, eliminate duplicative and inefficient processes, and provide timesaving features and processes.

**Project Status:** The project remains in the final stages of procurement. The due date for the RFP was extended from Q1 FY23 to Q2 FY23 due to the number of vendor questions and subsequent responses from the agency. Bids were due in November 2022 and responses to the RFP are under evaluation. The agency anticipates completing the evaluation of proposals in Q3 FY23 and submitting an award recommendation to the BPW in Q4 FY23.

**Known / Anticipated Schedule Changes:** A rebaseline request for schedule is required due to procurement related delays.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Public Safety and Correctional Services: Electronic Patient Health Record (EPHR) (#1740)

**Project Description:** The DPSCS is in the process of replacing the outdated EPHR with a new and more robust system to address the needs Division of Correction (DOC), Division of Parole and Probation (DPP), the Office of Inmate Health Services (OIHS), and the Information Technology and Communications Division (ITCD). The Department intends to acquire and deploy an internet-based ambulatory application that provides a customizable user interface. The application must also provide the facility for an automated Electronic Medication Administration Records (EMAR) system with a scheduling system that interfaces with internal systems and external vendors. The new system must comply with legal requirements as outlined in the Duvall v O'Malley case, and offer DPSCS comprehensive, primary, secondary, and specialty health services EPHR, as well as provide inpatient services, utilization management, and social work mental health services.

**Project Status:** The DPSCS awarded an implementation service contract in Q2 FY21. The awarded vendor failed to meet critical milestones. DPSCS issued a Notice of Default for failure to meet contractual obligations. The vendor failed to cure terms outlined in the Notice of Default thus DPSCS issued a notice of termination. To ensure business continuity and adherence to Duvall vs Hogan legal requirements, DPSCS obtained BPW approval in June 2022 for a two-year contract extension for its legacy EPHR vendor (NextGen) to provide ongoing legacy software licensing, maintenance, support, and customizations for the legacy Electronic Patient Health Record System. The legacy vendor anticipates completing all necessary application enhancements by Q4 FY23. The project project will need to re-solicit for the replacement EPHR system, therefore the MITDP will be required to rebaseline for schedule and any cost impacts related to the implementation delays.

**Known / Anticipated Schedule Changes:** A rebaseline request for schedule is under review.

**Known / Anticipated Cost Changes:** A rebaseline request for cost is under review.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Public Safety and Correctional Services: Enterprise Resource Program (MCE-ERPIP) (#1033)

**Project Description:** The Maryland Correctional Enterprises (MCE) intends to replace its legacy application with a new Enterprise Resource Planning (ERP) solution. The new solution will automate manual processes that currently lead to delays in accounts payables, accounts receivables, and other financial workstreams. The new application will provide a centralized system to address the current limitations of decoupled processes and systems by providing automated tools that will replace manual and inefficient business processes.

**Project Status:** The project team completed all operational readiness activities and deployed the new ERP solution across all MCE business units throughout the state. The project team also completed migration of all data from AS400 to the Global Shop Solution (GSS) and the MCE is now going through the stabilization phase. Post implementation training has been provided to headquarters and all supported jurisdictions. The new GSS ERP System now provides improved security, reliability, and usability for all MCE end-users.

**Known / Anticipated Schedule Changes:** No known or anticipated schedule changes at this time.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Public Safety and Correctional Services: Maryland Automated Fingerprinting Identification System (MAFIS) (#1790)

**Project Description:** The DPSCS is planning to replace the current outdated fingerprinting system with a more robust system. The current system has not been in support since June 2019. The new MAFIS will have enhanced requirements for the processing capabilities, record storage and management capacity of the system, to support the continued growth of the identification databases, and identification-processing workload. MAFIS is used to perform fingerprint searches on individuals taken into custody by law enforcement and charged with an arrestable offense and is used by other agencies as well. Searches are completed via MAFIS for applicants requiring background checks for non-criminal justice purposes, and for latent prints collected at crime scenes.

**Project Status:** The project team completed production enhancements following the release of the core set of modules that were deployed to production in Q2 FY23. Enhancements that affected the BadgeID subsystem were later deployed across multiple DPSCS jurisdictions. The implementation vendor has also worked with DPSCS to set up and test 'High Availability' configurations in UAT for CCH, MQ, and FBI SMTP interfaces. The project team is performing post-deployment data clean up activities, working with the implementation vendor to complete required SDLC artifacts, and working to complete the removal of outdated MAFIS firewall rule sets.

**Known / Anticipated Schedule Changes:** No known or anticipated schedule changes at this time.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Public Safety and Correctional Services: Learning Management System Replacement (LMSR) (#1720)

**Project Description:** The DPSCS Police and Correctional Training Commissions (PCTC) department is in the process of implementing a new Learning Management System. The Department provides regulatory oversight of entry-level training, ongoing in-service training, and certification of the sworn public safety professionals in the State of Maryland. The new LMS will replace the legacy system that has serviced public safety professionals for the last 20 years. The new system will track public safety professional's certification throughout their careers, as well as: original certification or recertification, separation of employment, changes in officer status, promotion/demotion, name change, instructor certification, and transfers. In addition to tracking a public safety professional's training and certification history, the system will also be used to: respond to public disclosure requests, create custom and standard reports, track course/class information history, scheduling and student attendance (Academy and in-service classes) history, firearms qualification records, law enforcement agency information, agency contact information, and instructor certification and training area expertise information.

**Project Status:** The project returned to the procurement phase after a protest resulted in cancellation of the prior procurement. The team revised and published the RFP in Q2 FY23. DPSCS is currently evaluating responses to the RFP and anticipates issuing an award recommendation by Q4 FY23.

**Known / Anticipated Schedule Changes:** A schedule-rebaseline will be required due to procurement related delays.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## State Police: Automated Licensing and Registration Tracking System (ALRTS) (#1133)

**Project Description:** The ALRTS project involves the automation and streamlining of the regulated firearms processes. This includes automating the 77R (application for purchase of a regulated firearm) by replacing the multiple-page carbon paper application with a web-accessible smart form submitted electronically to the Licensing Division of Maryland State Police. The ALRTS project will also automate the process by which a retailer becomes a Maryland licensed firearms dealer. The modernized system replaces the legacy Lotus Domino-based system used by Professional Licensing and automates the Handgun Permit application process as part of a fully integrated licensing system. The online MDSP Licensing Portal will greatly reduce the time it takes for an applicant to apply, provide efficiencies to Maryland firearm dealers and handgun instructors, and streamline processes within the Division.

**Project Status:** The Automated Licensing and Registration Tracking System (ALRTS) project team continued to develop functionality enhancements for the 77R, Machine Gun Registration, Professional Licensing, and most significantly, the Handgun Permit Portal. Due to the June 2022 Supreme Court decision regarding the ability to carry a regulated firearm, numerous changes are required for the Handgun Permit application and processing procedures. The internal/agency-facing Regulated Firearm Dealer Registration (DLR) Portal was deployed previously and, during the reporting period, the team continued development of the public-facing Regulated Firearm Dealer Portal (DLR) which is anticipated for release in late Q2 FY23. Development of the public-facing Professional Licensing Portal will begin immediately following deployment of DLR in Q4 FY23.

**Known / Anticipated Schedule Changes:** No known or anticipated schedule changes at this time

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## State Treasurer Office: Financial Systems Modernization (FSM) (#1800)

**Project Description:** IBM had designated an end-of-service date of December 31, 2018 for STO's midrange AS400/i5 Treasury Management System and Insurance Management System. The AS400/i5 is the core financial interface system and is a mission critical agency system allowing the Treasurer's Office to meet its constitutional and statutory responsibilities to disburse funds as warranted by the Comptroller's Office. In addition, this system is used for daily cash flow management and reconciliation functions, ACH and wire transfers for Statewide receipts and disbursements, investment of State funds, daily budget and accounting functions, and overall claims management processing and recordkeeping. This project will replace the current system with a cloud-based Microsoft ERP financials and Azure custom insurance management applications.

**Project Status:** The first production release for the Insurance Claims Management System (CMS) went live in Q2 FY22. The next release will provide an interface with the previously implemented Finance and Operations accounting module. Work is progressing on the finalization of Banking module requirements which are anticipated to be complete in Q3 FY23. STO is reviewing Treasury Management System (TMS) solutions. The project team anticipates that the Banking module will be implemented by Q2 FY24.

**Known / Anticipated Schedule Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None



### Transportation: State Highway: Consumable Inventory System (CIS) (#2039)

**Project Description:** The purpose of the CIS project is to analyze the existing material and supplies inventory processes at MDOT SHA, supported by the Office of Finance, in order to develop a consolidated consumable inventory application. The CIS will replace an outdated system currently in use.

**Project Status:** The project was placed on hold in Q3 FY21 due to COVID-19 budget-related impacts. At the time, the State Highway Administration (SHA) indicated it would not be able to engage in any project activity and, at such time when it would be able to resume, it would first consult with DoIT. The Agency has been slow to re-initiate planning for the project which was expected to begin in Q2 FY23. No schedule or budget is currently in place.

**Known / Anticipated Schedule Changes:** This project will require a rebaseline for schedule.

**Known / Anticipated Cost Changes:** This project will require a rebaseline for cost.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** Unless the agency demonstrates effort in executing this major project the EPMO will recommend closure.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Transportation: Transit: Future Fare System (Next Generation Fare System) (NGFS) (#0040)

**Project Description:** The Maryland Transit Administration (MTA) launched a card-based electronic fare payment system, named CharmCard, in 2009. After twelve years of service, the system is quickly approaching end-of-life, which makes the need for a new Automated Fare System (AFC) solution imminent. Since most of the original CharmCard system's components are no longer manufactured and are becoming increasingly harder to procure, the next generation fare system must be operational by mid-2023.

**Project Status:** The project team is currently in the Preliminary Design Review (PDR) phase with the Ticket Vending Machines (TVM's) vendor. The PDR approval milestone has shifted from Q2 FY23 to Q3 FY23 due to vendor related issues which the agency is working to resolve. Procurements remain in process for the overall Next Generation Fare System including: a Farebox system for cash acceptance onboard the buses; a Retail Network system to provide customers many locations to purchase fares; and, a new Mobile Application to provide riders with almost full functionality of purchasing and paying for fares with a smartphone. A rebaseline request for schedule is required as the project go live date planned for Q3 FY25 is now anticipated to be in Q1 FY26 due to vendor delays and quality of work issues that the agency is working to resolve.

**Known / Anticipated Schedule Changes:** This project requires a rebaseline for schedule.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Transportation: TSO: Enhanced Procurement Information Control System (EPICS) (#1030)

<b>Project Description:</b> The Enhanced Procurement Information Control System (EPICS) project , formerly submitted as Advanced Purchasing and Inventory Control System (AdPICS), will refactor the current Maryland Department of Transportation (MDOT) version of AdPICS into a modern scalable web-based application. MDOT will migrate the applications from the current legacy mainframe hardware to the MDOT hosted distributed server environment. Moving to the current technology will enhance user experience and gain workplace efficiencies through added functionality.	
<b>Project Status:</b> The Enhanced Procurement Information Control System (EPICS) project went into production in May 2022 and is now in the Operations and Maintenance phase. The Agency is working with DoIT EPMO to ensure all required documentation has been submitted and approved for official project closure. The project will no longer be included in future reports.	
<b>Known / Anticipated Schedule Changes:</b> No known or anticipated schedule changes at this time	
<b>Known / Anticipated Cost Changes:</b> No known or anticipated cost changes at this time	
<b>Known / Anticipated Scope Changes:</b> No known or anticipated scope changes at this time.	
<b>Risk Assessment:</b> No project risks to report at this time.	
<b>Portfolio Review / Health Assessment Held:</b> 12/30/2022	<b>IV&amp;V Assessments Initiated:</b> None

### Transportation: TSO: R\*Stars Modernization (#8015)

**Project Description:** MDOT FMIS consisted of two fully integrated legacy applications - AdPICS and RSTARS. MDOT evaluated modernization options for over four (4) years and decided upon a modernization approach. The first portion of the modernization journey has been completed by transforming AdPICS into MDOT EPICS under another MITDP. This project intends to modernize the second portion, the current MDOT version of R\*STARS, into a modern scalable web-based application using the same strategies and methods leveraged with EPICS. MDOT will migrate the application from the current legacy mainframe hardware and host it in MDOT's distributed system environment. By creating a more efficient system with current technology, the result will be to enhance user experience and gain workplace efficiencies through added functionality.

**Project Status:** This project is currently in the design and procurement phase. The team has conducted initial kick-off meetings, anticipates timely responses/quotes to procurements for third-party software solutions, completed the environment requirements and set-up, and completed initial code and data migration activities. As well, the team is focused on assembling/finalizing infrastructure requirements, online Accounts Receivable (AR) workflow documentation, and identifying test cases and test data requirements.

**Known / Anticipated Schedule Changes:** No known or anticipated schedule changes at this time

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** No project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Transportation: Transit: Occupational Health Monitoring System (OHMS) (#2080)

**Project Description:** The Occupational Health Monitoring System (OHMS) leverages technological platforms to establish consistent practices in the documentation of employee medical information and medical leave usage. This agency-wide approach supports MTA's mission to provide safe, efficient, and reliable transit across Maryland by ensuring cross-departmental collaboration with the goal of employee accountability, individual compliance, and a safer workforce. A centralized web-based tracking system that supports the electronic Family Medical Leave (FMLA) and Absence Compliance Management programs. The OHMS automates work processes; provides a platform for direct communication between the employer and health care provider; and ensures compliance with laws, standards, regulations, and employer policies. The OHMS includes an employee and health care provider portal system with user dashboard functionality to integrate the agency, users, and processes in one place and expand the current functionality of the Family Medical Leave Tracking System (FMLTS) to an Absence Case Tracking System for managing all Family Medical Leave (FMLA) and Sick Leave Absence Compliance case information.

**Project Status:** The project released FMLA Module in Q2 FY23. The agency is working to onboard additional resources as the lack of resources has negatively impacted the schedule. The Health & Accidental Insurance module and Sick Leave module are anticipated to go into production in Q3 FY23. The Workers' Comp, Fitness for Duty, Safety and Performance Evaluation modules, originally scheduled to go into production in Q4 FY23, Q1 FY24, Q2 FY24 respectively, will be delayed due to insufficient resources. The agency is currently working to rebaseline for schedule leveraging lessons learned from the FMLA module while accounting for resource constraints.

**Known / Anticipated Schedule Changes:** This project will require a rebaseline for schedule.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time.

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time.

**Risk Assessment:** If the resource issue is not resolved in a timely manner the schedule could be impacted with further delays.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

## Workers Compensation Commission: Workers Compensation Commission Enterprise Modernization (WCCEM) (#2002)

**Project Description:** The Workers Compensation Commission (WCC) Enterprise Modernization (EM) project is working to replace and update an aging and complex system. The effort is coupled with enterprise-wide modernization of business processes in order to achieve the paperless administration of the provisions of the Maryland Workers' Compensation Law. The current WCC systems have been in place for over a decade and are difficult to maintain and update. The system leverages multiple operating systems, programming languages, and databases across multiple platforms. Although WCC is able to perform its mission, it is increasingly cost-ineffective to do so. Through the EM Project, not only will WCC develop new software that will operate on a single operating system with a single database environment, it will also modernize the business processes with the goal of automating as many of the "back-office" tasks as possible to electronically manage documents between the agency and claimants, attorneys, employers, insurers, and other organizations.

**Project Status:** To date the WCC team has deployed twenty-one system process modules, which is an addition of nine modules since the last report. The next major release addresses hearing related processes, non-claims, and self-insurance/insurance compliance. Development of the release is anticipated to be completed in early Q3 FY23. The program remains on track for the system to be fully deployed in Q2 FY24.

**Known / Anticipated Schedule Changes:** No known or anticipated schedule changes at this time.

**Known / Anticipated Cost Changes:** No known or anticipated cost changes at this time

**Known / Anticipated Scope Changes:** No known or anticipated scope changes at this time

**Risk Assessment:** No project risks to report at this time.

**Portfolio Review / Health Assessment Held:** 12/30/2022

**IV&V Assessments Initiated:** None

**END OF REPORT**


# DOIT EPMO FY23 MITDP Mid Year Report

Final Audit Report

2023-01-12

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