

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

For

Fiscal Year 2021

As of December 31, 2020

January 15, 2021

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

Section 3A-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 FY2021 Mid-Year Report describes all Fiscal Year (FY) 2021 projects and their status as of December 31, 2020. It further reflects known or anticipated cost, scope or schedule changes and risks identified since the FY2020 Year-End Report submitted in November.

If you have any questions or comments, please contact me at michael.leahy@maryland.gov.

Sincerely,

Michael G. Leahy

Michael G. Leahy (Jan 19, 2021 15:57 EST)

Michael G. Leahy
Secretary

Enclosure

cc: Patrick Frank, Office of Policy Analysis, Department of Legislative Services
Lance Schine, Deputy Secretary, Department of Information Technology
Barbara Wilkins, Director of Government Relations, Department of Budget and Management

MSAR # 10115

TABLE OF CONTENTS

State Agency Abbreviations	5
Executive Summary	7
FY21 MITDP Planning/Implementation Status (PPR/PIR)	8
Assessment and Taxation: Strategic Enterprise Application Network (SEAN) (#4100)	10
Baltimore City Community College: Enterprise Resource Planning System (ERP) (#6695)	11
Budget and Management: Central Collections Unit Systems Modernization (CCU2) (#P008)	12
Comptroller of Maryland: Integrated Tax System (ITS) (#0431)	13
Education: Maryland Direct Certification System (MDCS) (#F600)	14
Education: IAC Business Management System (IBMS) (#3BSL)	15
Education: CCATS Replacement Project (CCATS) (#J011)	16
Education: Replacement Educator Information System (REIS) (#0862)	17
Elections: Agency Elections Management System (AEMS) (#0873)	18
Elections: Pollbooks 2022 (POLLB) (#0003)	19
Emergency Medical Services: MIEMSS Emergency Medical Services (EMS) Communication System Upgrade (#23COM)	20
Environment: Environment Permit Tracking System Modernization (EPTSM) (#3205)	21
Environment: Lead Rental Certification and Accreditation (LRCA) (#3206)	22
General Services: Statewide Enterprise Procure to Pay System (eMMA) (#P014)	23
Governor's Grants Office: Enterprise Grants Management Solution (#P018)	24
Health: Statewide Electronic Health Records (EHR) (#A806)	25
Health: Long Term Support and Services Tracking System (LTSS) (#T807, T808, & T809)	26
Health: BON Enterprise Licensing and Regulatory Management Solution (ELMS) (#A805)	27
Health: Medicaid Management Information Systems II (MMISII) Enhancements (#T810-T812)	28
Health: Integrated Electronic Vital Records Registration System (VRRS) (#A807)	29
Health: Migrate MDH HQ Data Center to the Cloud (CLOUD) (#A246)	30
Human Services: Maryland Total Health Information Network (MD THINK) (#6B17)	31
Information Technology: Enterprise Solution Planning Initiative (ESPI) (#P013)	32
Information Technology: Voice and Datacom Modernization (VDM) (#P012)	33
Information Technology: networkMaryland 100GB Backbone Upgrade (100GB) (#P017)	34
Information Technology: Maryland OneStop Portal (OneStop) (#P016)	35
Insurance Administration: Insurance Tracking System (ITS) (#5500)	36
Labor: Maryland Workforce Exchange (MWE) (#7G20)	37
Labor: Unemployment Insurance Modernization (UIM) (#HB10)	38

Lottery and Gaming Control Agency: Central Monitor and Control System for a Video Lottery Terminal Program (#D002)	39
MD529: Account Holder Management System (AHMS) (#0829)	40
Office of Attorney General: Case Matter Management System (OAG-CMMS) (#1002)	41
Office of the Public Defender: Case Matter Management System (OPD-CMMS) (#2200)	42
Natural Resources: DNR Modernization and OneStop Integration Project (#A005)	43
Public Safety and Correctional Services: Drone Detection and Response System (Drones) (#P015)	44
Public Safety and Correctional Services: Computerized Criminal History (CCH) (#1730)	45
Public Safety and Correctional Services: Electronic Patient Health Record (EPHR) (#1740)	46
Public Safety and Correctional Services: Enterprise Resource Program (MCE-ERPIP) (#1033)	47
Public Safety and Correctional Services: Maryland Automated Fingerprinting Identification System (MAFIS) (#1790)	48
Public Safety and Correctional Services: Learning Management System Replacement (LMSR) (#1720)	49
State Retirement and Pension Systems: Business Process Reengineering and Support Technology (MPAS-3) (#4001)	50
State Police: Automated Licensing and Registration Tracking System (ALRTS) (#1133)	51
State Police: Statewide Public Safety Communications System (700MHz) (#PSC1)	52
State Treasurer Office: Financial Systems Modernization (FSM) (#1800)	53
Transportation: Authority: Electronic Toll System 3rd Generation (ETC3G) (#0041)	54
Transportation: Motor Vehicle: Customer Connect (#0688)	55
Transportation: State Highway: Consumable Inventory System (CIS) (#2039)	56
Transportation: Transit: Bus-Unified System Architecture (USA) (#1333)	57
Transportation: Transit: Claims Management System (Claims) (#2050)	58
Transportation: TSO: Capital Management and Programming System (CMAPS) (#0103)	59
Transportation: Motor Vehicle: Customer Traffic Management (CTM) (#80721)	60
Workers Compensation Commission: Workers Compensation Commission Enterprise Modernization (WCCEM) (#2002)	61

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State Agency Abbreviations

Assessment and Taxation	SDAT
Comptroller	COMP
Baltimore City Community College	BCCC
Department of Budget and Management	DBM
Department of General Services	DGS
Department of Human Services	DHS
Department of Information Technology	DoIT
Department of Natural Resources	DNR
Department of Public Safety and Correctional Services	DPSCS
Governor's Grants Office	GGO
Office of the Attorney General	OAG
Office of the Public Defender	OPD
Lottery and Gaming Control Agency	MLGCA
Maryland 529	MD529
Maryland Department of Environment	MDE
Maryland Department of Health	MDH
Maryland Department of Labor	MDL
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
State Board of Elections	SBE
State Treasurer Office	STO
Workers' Compensation Commission	WCC

Executive Summary

The Maryland Department of Information Technology's (DoIT) Fiscal Year 2021 (FY21) portfolio of Major Information Technology Projects (MITDPs) mid-year report provides an update on the most recent status into the performance of Maryland's IT system development projects. This report consists of fifty-two (52) projects across twenty-five (25) agencies. The MITDP project portfolio FY21 appropriations are \$350,883,839 with current estimates at completion (EAC) at \$2,363,606,506.

There are currently eight (8) new projects starting in FY21:

- Department of Natural Resources (DNR), Modernization and OneStop Integration
- Governor's Grants Office (GGO), Enterprise Grants Management Solution (EGMS)
- Maryland Insurance Administration (MIA), Insurance Tracking System (ITS)
- Maryland Department of Labor (MDL) Maryland Workforce Exchange (MWE)
- Maryland State Department of Education (MSDE), Child Care Administration Tracking System (CCATS), Replacement Educator Information System (REIS), and Interagency Committee for School Construction (IAC) Business Management System (IBMS)
- Maryland Department of Transportation (MDOT) Future Fare Collection [Next Generation Fare Collection (NGFC)] System (*December 2020 approval*)

The DoIT EPMO worked with MD529 and MDOT on project cancellations in the first half of FY21. The MD529 requested cancellation of their project as they are pursuing a managed service provider contract and will not move forward with a system replacement effort. MDOT is cancelling their Advanced Fare Collection System (AFCS) to pursue a complete system replacement anticipated to start in FY21 as an out of cycle project, the Future Fare Collection System, listed above.

Project milestones already recognized in FY21, show continued progress to MITDP accomplishments in the state. Beacon 2.0, the state's newly modernized Unemployment Insurance system, was released to production in September 2020. Also, as of November 2020, more than 100,000 applications have been started on the 33 forms currently hosted or planned for the OneStop project, and over 38,000 small business loan or grant forms for COVID-19 relief were started on OneStop.

The EPMO published the MITDP policy and standards manual in October 2020 on the Department's website for enhanced standardization of processes and procedures relevant to MITDP requirements. The EPMO continues to advance the PRISM system (management of ITPR, ITMP, and MITDP data) for improved MITDP oversight reporting and validation activities, and data collection/management.

FY21 continues to bring forward progress towards implementation milestones and successes across the State.

FY21 MITDP Planning/Implementation Status (PPR/PIR)

#	Agency Name	Project Name	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	Central Collections Unit CUBS Replacement Project (CCU)	PIR
4	Comptroller	Integrated Tax System (ITS)	PIR
5	Education	MD Direct Certification System (MDCS)	PIR
6	Education	IAC Business Management System (IBMS)	PIR
7	Education	CCATS Replacement Project (CCATS)	PIR
8	Education	Replacement Educator Information System (REIS)	PIR
9	Elections	Agency Elections Management System Modernization (AEMS)	PIR
10	Elections	Pollbooks 2022 (POLLB)	PPR
11	Environment	Environmental Permit Tracking System Modernization (EPTSM)	PIR
12	Environment	Lead Rental Certification and Accreditation (LRCA)	PIR
13	Emergency Medical Services	Maryland Institute for Emergency Medical Services Systems (MIEMSS) Emergency Medical Services (EMS) Communication System Upgrade	PIR
14	General Services	eMaryland Marketplace (eMMA)	PIR
15	Governor's Grants Office	Enterprise Grants Management Solution	PIR
16	Health	Maryland Board of Nursing (BON) Enterprise Licensing and Regulatory Management Solution (ELRMS)	PPR
17	Health	Integrated Electronic Vital Records Registration System (VRRS)	PIR
18	Health	Long Term Services and Supports (includes Financial Restructuring of the Developmental Disabilities Administration) (LTSS)	PIR
19	Health	Medicaid Management Information Systems II (MMISII)	PIR
20	Health	Migrate MDH HQ Data Center to the Cloud (CLOUD)	PPR
21	Health	Statewide Electronic Health Records (EHR)	PPR
22	Human Services	Maryland Total Human-services Information Network (MD THINK)	PIR
23	Information Technology	Enterprise Solution Planning Initiative (ESPI)	PPR
24	Information Technology	Maryland OneStop Portal (OneStop)	PIR
25	Information Technology	networkMaryland 100GB Backbone Upgrade (100GB)	PIR
26	Information Technology	Voice and Datacom Modernization (VDM)	PIR
27	Insurance Administration	Insurance Tracking System (ITS)	PPR
28	Labor	Maryland Workforce Exchange (MWE)	PPR
29	Labor	Unemployment Insurance Modernization (UIM)	PIR

30	Lottery and Gaming Control Agency	Central Monitor and Control System for a Video Lottery Terminal Program	PPR
31	MD529	Account Holder Management System (AHMS)	PIR
32	Office of the Attorney General	Case Matter Management System (OAG -CMMS)	PIR
33	Office of the Public Defender	Case Matter Management System (OPD-CMMS)	PIR
34	Natural Resources	DNR Modernization and OneStop Integration Project	PIR
35	Public Safety and Corrections	Drone Detection and Response System (Drones)	PPR
36	Public Safety and Corrections	Computerized Criminal History (CCH)	PPR
37	Public Safety and Corrections	Electronic Patient Health Record (EHR)	PPR
38	Public Safety and Corrections	Maryland Correctional Enterprises (MCE) Enterprise Resource Planning Implementation Project (MCE - ERPIP)	PIR
39	Public Safety and Corrections	Learning Management System Replacement (LMSR)	PPR
40	Public Safety and Corrections	MD Automated Fingerprinting Identification System (MAFIS)	PIR
41	State Police	Automated Licensing and Registration Tracking System (ALRTS)	PIR
42	State Police	Statewide Public Safety Communications System(700MHz)	PIR
43	State Retirement and Pension Systems	Business Process Reengineering and Support Technology (MPAS-3)	PIR
44	State Treasurer Office	Financial Systems Modernization (FSM)	PIR
45	Transportation - Authority	Electronic Toll System 3rd Generation (ETC3G)	PIR
46	Transportation - Motor Vehicle	Customer Connect	PIR
47	Transportation - Motor Vehicle	Customer Traffic Management (CTM)	PPR
48	Transportation - State Highway	Consumable Inventory System (CIS)	PIR
49	Transportation - TSO	Capital Management and Programming System (CMAPS)	PIR
50	Transportation - Transit	Bus - Unified System Architecture (Bus-USA)	PIR
51	Transportation - Transit	Claims Management System (Claims)	PIR
52	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 three main tax credit programs the Department oversees which include the Homeowner’s Tax Credit (HTC), Renter’s Tax Credit (RTC), and Homestead Tax Credit (HMST). Additionally, the solution will allow applicants to self-check the status of their submission(s), receive automated and individualized communications from the Department, and make any necessary corrections or updates to their submissions.

Project Status: The project is making progress in the redevelopment and migration of the HTC and RTC applications. In Q2, SDAT and the vendor reached an agreement to revise the scope to exclude mainframe replacement processing. This change was due to technical and schedule risks associated with cutover and user acceptance testing. The project plans to deliver HTC and RTC form enhancements, PDF generation functionality, and enhanced integration by Q3 FY21. Additionally, in Q2, the project initiated planning for the redevelopment and migration of the Maryland Business Entity System (MBES). A solicitation for a cloud migration solution is in development with plans to award by Q1 FY22.

Known / Anticipated Schedule Changes: Schedule changes are anticipated as the project continues to refine and finalize the MBES implementation plan.

Known / Anticipated Cost Changes: MBES cost estimates are of a preliminary nature and are likely to change as the project advances through the procurement process.

Known / Anticipated Scope Changes: Scope changes are anticipated as the project continues planning and technical assessment of the MBES.

Risk Assessment: The current project baselines are outdated and incomplete and do not provide the agency with a reliable means to manage the project and measure its performance effectively. Per DoIT’s recommendation, SDAT has agreed to re-baseline the project’s scope, schedule, and cost, and improve its overall reporting processes.

Portfolio Review / Health Assessment Held: 12/29/2020	IV&V Assessments Initiated: None
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Baltimore City Community College: Enterprise Resource Planning System (ERP) (#6695)

Project Description: The BCCC goal is to replace its administrative system that consists of legacy mainframe and COBOL technologies that can no longer be fully supported. 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: The project completed the procurement process and awarded a contract for the ERP implementation in Q2 FY21. The project teams are working on the first phase of the project to review and validate existing business processes, and to provision the development and production environments. BCCC is working with DoIT to mitigate concerns relating to possible Internet Service Provider (ISP) outages, and the resulting impact to business operations and on-campus resources since the college is implementing a cloud solution. The project plans to complete business process analysis, integration design, and initiate the first phase of data migration by the end of FY21.

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: To mitigate possible ISP related outages and service disruptions, network redundancy and availability assessments are underway with the goal of acquiring redundant internet connections.

Portfolio Review / Health Assessment Held: 12/29/2020

IV & V Assessments Initiated: None

Budget and Management: Central Collections Unit Systems Modernization (CCU2) (#P008)

<p>Project Description: Phase 2 of the CCU IT Modernization Project consists of production operations, a system upgrade to FICO Debt Manager 11, development of a debtor portal to automate payment plans, enhancements to the Online Forms debt referral and debt adjustment application, and accounting and legal measures enhancements.</p>	
<p>Project Status: The project is progressing as planned having successfully implemented the FICO Debt Manager 11 core product upgrade in August 2020. In Q3 FY21 CCU will begin the Debt Manager 11 rules engine upgrade to comply with FICO product support guidelines. This upgrade is required for future Debt Manager upgrades. Initial implementation of the MVA Customer Connect project successfully went live with CCU web services in July 2020. The new CCU debtor portal is progressing to the design phase. The new portal will improve debtor access to accounts, streamline payment processes, automate the creation of MVA Insurance Compliance Division legally binding payment plan agreements, and include real-time updates for MVA immediate release of services. The new system will integrate with FICO Debt Manager and BB&T payment processing systems. The CCU system Cashiering upgrade was successfully completed and is ready for production operations once the business unit re-opens cash offices. Production cutover to BB&T online merchant services completed in September 2020. The STO notified the CCU that validating Payment Card Industry (PCI) compliance is an agency responsibility. CCU will need to work with DoIT on network assessments and related scans, if applicable, as part of the PCI assessment questionnaire due in January 2021. CCU will need to run an outdated version of the installed Actian software until it completes a migration to a replacement software solution called Kettle. This will require obtaining approval of a temporary security waiver by DoIT.</p>	
<p>Known / Anticipated Schedule Changes: No known or anticipated schedule changes at this time.</p>	
<p>Known / Anticipated Cost Changes: No known or anticipated cost changes at this time.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated scope changes at this time.</p>	
<p>Risk Assessment: Running the outdated Actian software version may pose some security concerns. CCU is currently working with DoIT on resolving this risk.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV&V Assessments Initiated: None</p>

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 (CACCS), and other outdated tax processing systems and 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 Alcohol Tax go-live in Q1 FY21 was successful and the project team started regular two-week intervals for bug fixes and maintenance. Use of the temporary IRS Modernized e-File interfaces added to several emergency bug fixes but allowed for immediate user feedback and repair. As a result, the project is better positioned for success with the Corporate Tax release scheduled for Q3 FY21. The project is carefully monitoring Joint Systems Testing (JST) and the Model Office Testing (MOT), both of which have a critical timeline for completion before go-live. The project vendor continues to struggle with SDLC adherence but is making progress with incorporating measures that better align project practices with iterative development. Due to recent changes in project management and the schedule, the team is reviewing project constraints and will likely re-baseline the project timeline to account for project implementation delays.

Known / Anticipated Schedule Changes: Impacts from recent schedule assessments may result in a longer implementation timeline and a delayed project completion date.

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 post release schedule assessment indicated the project will likely extend the implementation timeline through FY25. Additional assessment of the risk is underway to determine the full extent of the cost and schedule impacts.

Portfolio Review / Health Assessment Held: 12/29/2020

IV & V Assessments Initiated: Q1 FY21

Education: Maryland Direct Certification System (MDCS) (#F600)

<p>Project Description: The MSDE, Office of School and Community Nutrition Programs (OSCNP), is implementing a new technology solution leveraging the United States Department of Agriculture (USDA) Direct Certification Improvement Grant. The grant is being used to replicate and implement Florida’s Direct Certification Solution at MSDE to meet the 95% direct certification rate set by the USDA. The project is an intra-agency collaborative effort between MSDE and the Department of Human Services as a result of the need for shared data between agency technology applications.</p>	
<p>Project Status: The project is in the first year of operations and maintenance and the solution is actively being used by stakeholders around the State. The project continues to review and enhance business processes for the Supplemental Nutrition Assistance Program (SNAP) and Temporary Cash Assistance (TCA) programs. The MDCS application provided advanced matching capabilities for the Pandemic Electronic Benefit Transfer (P-EBT) Program. The project is behind in developing SDLC documentation required for project closure activities. Additional resources will be acquired through a TORFP to address this concern, and to provide ongoing support post project closure. The project will formally close at the completion of FY21.</p>	
<p>Known / Anticipated Schedule Changes: No known or anticipated schedule changes at this time.</p>	
<p>Known / Anticipated Cost Changes: No known or anticipated cost changes at this time.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated scope changes at this time.</p>	
<p>Risk Assessment: Delays soliciting a long-term support contract will impact long-term maintenance and support of the MDCS. MSDE is working on an extension to the vendor’s contract, and also working to secure a federal grant to pay for long-term maintenance and support of the application.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV & V Assessments Initiated: None</p>

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

<p>Project Description: 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. It is also intended to streamline and enhance the IAC's business processes and unlock new operational efficiencies that currently are not within reach for the IAC.</p>	
<p>Project Status: The project onboarded a PM and issued an RFP in Q1 FY21. The RFP proceeded to the final stages of procurement and evaluation; however, the MSDE leadership determined it was in the best interest of the project to cancel the RFP and reissue the RFP in Q3 FY21.</p>	
<p>Known / Anticipated Schedule Changes: The reissuance of the RFP will delay the project by an additional six months.</p>	
<p>Known / Anticipated Cost Changes: No known or anticipated cost changes at this time.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated scope changes at this time.</p>	
<p>Risk Assessment: No project risks to report at this time.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV & V Assessments Initiated: None</p>

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

<p>Project Description: 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.</p>	
<p>Project Status: The project onboarded a project manager and four business analysts in Q2 FY21. The project negotiated and executed intergovernmental agreements with Pennsylvania and Colorado to acquire source code, documentation, and training materials for adoption within MSDE. The project team is coordinating the delivery of software and supporting documentation to accelerate the deployment of a modernized application within the MSDE assigned data center.</p>	
<p>Known / Anticipated Schedule Changes: No known or anticipated schedule changes at this time.</p>	
<p>Known / Anticipated Cost Changes: No known or anticipated cost changes at this time.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated scope changes at this time.</p>	
<p>Risk Assessment: No project risks to report at this time.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV & V Assessments Initiated: None</p>

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

<p>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 One Stop 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.</p>	
<p>Project Status: In Q3 FY21, the project awarded a contract and initiated implementation. The vendor submitted first drafts of the implementation and data migration plans, provisioned the development and test environments, and deployed the base licensing system. MSDE is reviewing documents for concurrence and performing gap analyses on deployed modules. The project is planning to complete data migration within the next six months, while iteratively performing system and integration testing in advance of user acceptance testing.</p>	
<p>Known / Anticipated Schedule Changes: No known or anticipated schedule changes at this time.</p>	
<p>Known / Anticipated Cost Changes: No known or anticipated cost changes at this time.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated scope changes at this time.</p>	
<p>Risk Assessment: Files are currently stored in SharePoint which presents a risk for the migration of data and documents from the legacy system. The vendor is building a script to extract data and documents from the legacy application and codifying the process within the project’s data migration plan.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV & V Assessments Initiated: None</p>

Elections: Agency Elections Management System (AEMS) (#0873)

<p>Project Description: The Maryland SBE is redeveloping the ballot functionality of the current legacy Agency Election Management System (AEMS) on a new platform. The AEMS modernization project will provide all existing capabilities of the legacy system, add new capabilities, and ensure a more user friendly and flexible system. Some new potential features of the new AEMS system will include enhanced reporting, the ability to consolidate precincts, ballot definition prior to candidate filing, and multi-language translation. Additionally, the upgraded AEMS system will provide a more economical and sustainable platform and reduce risk due to better management control and control over the changes to the application functionality and the system data. Future costs will include ongoing application support for maintenance and enhancement purposes as well as annual maintenance fees to providers of software platform elements and platform hosting fees.</p>	
<p>Project Status: The project experienced delays in User Acceptance Testing (UAT) due to the additional volume of vote by mail and in person voting impacting the workload of the SBE resources supporting the project. In spite of the additional workload, SBE resources completed and validated UAT testing prior to the election. The new AEMS was successfully implemented in a UAT environment and used for parallel testing during the November General election while the legacy system operated in production and provided Election results. The AEMS project team has completed the following modules since July 2020; Ballot Definition Report Module, Election Results Module, Write-In Module, Picking Winner Module, Candidate ID Module, and Ballot Style Import by Style and Precinct Module. The new system is currently scheduled to be released to production in March 2021 as part of the existing MD Voters system.</p>	
<p>Known / Anticipated Schedule Changes: No known or anticipated schedule changes at this time.</p>	
<p>Known / Anticipated Cost Changes: No known or anticipated cost changes at this time.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated scope changes at this time.</p>	
<p>Risk Assessment: Any additional required legal system changes could cause delays in the project.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV&V Assessments Initiated: None</p>

Elections: Pollbooks 2022 (POLLB) (#0003)

<p>Project Description: 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, and the decommissioning and disposal of the existing legacy pollbook system.</p>	
<p>Project Status: The new pollbook system RFP was released in November 2020 with an anticipated award in early FY22. The executive steering committee is now established and the team created focus groups and developed a Local Board of Elections (LBE) engagement plan to help the transition to new pollbook devices. The project team is developing the product roadmap, pollbook guide, and communication dashboard to support the upcoming project implementation activities.</p>	
<p>Known / Anticipated Schedule Changes: No known or anticipated schedule changes at this time.</p>	
<p>Known / Anticipated Cost Changes: No known or anticipated cost changes at this time.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated scope changes at this time.</p>	
<p>Risk Assessment: Changes in the election law or means of voting may alter the planned system implementation schedule. To mitigate the risk, the project is monitoring legislative changes that may impact future elections.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV&V Assessments Initiated: None</p>

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

Project Description: 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.

Project Status: COVID-19 impacted the project in FY21 with limited access to buildings/towers for the installation of equipment and delayed statement of work execution by hospital leadership. Due to these circumstances, and an increasing number of COVID-19 cases, a decision to pause work is under review as challenges to coordinate facility contacts and access continues. Phase 2, equipment delivery, scheduled for January 2021, is also under review as verification to access paths for hospitals is necessary for delivery.

Known / Anticipated Schedule Changes: Increased restrictions in accessing hospitals for equipment installations continues to delay the project. The project team will work with the vendor to determine the revised completion date of the project.

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: 12/29/2020

IV&V Assessments Initiated: None

Environment: Environment Permit Tracking System Modernization (EPTSM) (#3205)

<p>Project Description: The EPTSM project is modernizing how the MDE captures departmental permit data by transitioning from the existing legacy system to a system developed using updated .NET technologies. This project supports the Department’s mission of offering services such as ePermits and eCommerce to Maryland citizens, businesses, and other stakeholders through an interactive customer-centric web-based portal.</p>	
<p>Project Status: The project team completed implementation and released the system into production in November 2020. The existing legacy system will be designated as read only until November 2021. The team is investigating potential enhancements to the payment portal and Graphic Information System (GIS) mapping integration.</p>	
<p>Known / Anticipated Schedule Changes: No known or anticipated schedule changes at this time.</p>	
<p>Known / Anticipated Cost Changes: No known or anticipated cost changes at this time.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated scope changes at this time.</p>	
<p>Risk Assessment: No project risks to report at this time.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV&V Assessments Initiated: None</p>

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

<p>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.</p>	
<p>Project Status: The project team has completed the accreditation module framework and the workflow analysis supporting the inspection, certification, and enforcement modules. The project team is focused on the accreditation module screen customization. This customization is anticipated to be complete in Q3 FY21.</p>	
<p>Known / Anticipated Schedule Changes: No Known or anticipated schedule changes at this time.</p>	
<p>Known / Anticipated Cost Changes: No known or anticipated cost changes at this time.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated scope changes at this time.</p>	
<p>Risk Assessment: No project risks to report at this time.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV&V Assessments Initiated: None</p>

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 to meeting State procurement requirements and providing an enterprise, multi-jurisdictional procurement and contract management tool, eMMA will also offer options for end-to-end or Procure-to-Pay functionality with any 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: The release transferring vendor data to eMMA is complete for all agency stakeholders. Releases to aid the system with data conversion and supporting contract management will be deployed in Q4 FY21. These releases will support only the State FMIS agencies as MDOT continues to work through design preparations for the MDOT FMIS business units. Implementation of eMMA for MDOT is on hold as MDOT evaluates a suitable middleware to provide a seamless integration between eMMA and the MDOT legacy systems. The project has initiated the design phase for procure-to-pay, which is the final release for the State FMIS agencies.

Known / Anticipated Schedule Changes: The project foresees at least a three-month delay for the MDOT FMIS portion of the project.

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

Known / Anticipated Scope Changes: All implementation activities for MDOT, after the vendor data release, will be removed from scope due to additional work needed to ready the current environment and the cost of implementation which would have added an estimated \$10M - \$15M.

Risk Assessment: The ambiguity in the direction of the MDOT scope and the determination of how much of eMMA MDOT is able to implement is the project's largest risk. Meetings are underway between the Lt. Governor’s office, DGS, and MDOT to decide a path forward.

Portfolio Review / Health Assessment Held: 12/29/2020

IV & V Assessments Initiated: Q2 FY21

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

<p>Project Description: The project plans to procure and implement a web-based and full lifecycle enterprise Grants Management System (GMS). Agencies are currently using a variety of custom, or manual 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 and centralized grants management system to manage all grants' full lifecycle within the State. The proposed system would standardize and streamline grants processes during identification, application, award management, monitoring, and reporting phases. It would also ensure compliance with Federal guidelines and reporting requirements.</p>	
<p>Project Status: The project is in planning with requirements gathering, procurement, and staffing related tasks progressing as expected. GGO onboarded a project manager and a subject matter expert in Q1 and Q2 FY21 to support the project. In Q1 the project team developed and published a state-wide grants management survey to gather preliminary system requirements and gauge interest for early adoption among participating agencies. Based on survey responses, the requirements gathering process started with grouping agencies into cohorts to facilitate implementation planning. The RFP for the system was released in October 2020 and contract award for the solution is expected by the end of FY21.</p>	
<p>Known / Anticipated Schedule Changes: No known or anticipated schedule changes at this time.</p>	
<p>Known / Anticipated Cost Changes: No known or anticipated cost changes at this time.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated scope changes at this time.</p>	
<p>Risk Assessment: No project risks to report at this time.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV & V Assessments Initiated: None</p>

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: COVID-19 caused the project to experience limited access to the state hospitals thus leading to delays in some remaining infrastructure upgrades. The project anticipates the infrastructure work to be completed by June 2021. A program manager is assigned to the project. An RFP for the EHR system was released and proposals are in evaluation. An award recommendation is expected in January 2021 with the issuance of a notice to proceed anticipated in Q3 FY21.

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: Success of the project is dependent upon the support of the state hospitals which currently operate as independent entities. This has been mitigated by the establishment of the Facility Advisory Board (FAB) and Facility Project Teams (FPT) which represent the interests of each facility and meet regularly.

Portfolio Review / Health Assessment Held: 12/29/2020

IV&V Assessments Initiated: None

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

Project Description: Maryland Medicaid implemented a Long-Term Care reform system that increases Federal Medical Assistance Percentages (FMAP) by over \$140M. Specifically, Maryland implemented a tracking system (LTSSMaryland), a standardized assessment instrument, and an in-home services verification system (ISAS) that meets federal Electronic Visit Verification requirements. LTSSMaryland is an integrated tracking system that houses real-time medical and service information regarding Medicaid participants. The original scope of work for the development and delivery of the LTSSMaryland system was determined by the functionality necessary to meet the federal Balancing Incentive Program (BIP) and Community First Choice (CFC) program requirements. These modules include expansion to additional Medicaid home and community-based programs under various MDH programs and offices.

Project Status: The LTSSMaryland project continues to perform according to plan. Recent software enhancements include new features for the Rare and Expensive Medical Case (REM 1.3) system, improvements to existing functionality used by multiple long term support business units, implementation of DoIT sponsored changes to single sign-on functionality, and changes for all LTSSMaryland URLs to conform with revised MDH standards. LTSSMaryland has begun an estimated 2.5-year implementation of Model Waiver functionality in the system. LTSSMaryland completed its portion of the Eligibility and Enrollment (E&E) interface with the MD THINK system. The successful competitive procurement of a new implementation vendor contract was awarded in August 2020. The competitive procurement for a project technical oversight contractor is nearing completion with an anticipated award date in Q3 FY21. The final phase (of three) for database replatforming to SQL Server is now underway with completion expected at the end of FY21. MDH has received APD approval for a 90% federal funding match during federal FY21.

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: 12/29/2020

IV&V Assessments Initiated: 11/6/2013

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

<p>Project Description: The procurement of an 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.</p>	
<p>Project Status: Discussions are ongoing between the Maryland Board of Nursing (BON) and DoIT regarding DoIT’s recommended use of the OneStop portal as the new BON licensure platform. Several demonstrations of the OneStop portal have been provided and requirements are under review. While the discussions do continue, no progress on the project has occurred.</p>	
<p>Known / Anticipated Schedule Changes: No known or anticipated schedule changes at this time.</p>	
<p>Known / Anticipated Cost Changes: No known or anticipated cost changes at this time.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated scope changes at this time.</p>	
<p>Risk Assessment: Discussions are ongoing, but until a determination is made as to the direction of the project, the project remains on hold.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV&V Assessments Initiated: None</p>

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

<p>Project Description: The current legacy MMIS installed in 1995, has exceeded its normal life cycle, is technologically out-of-date, increasingly expensive to operate, and exceedingly difficult to support. The Medicaid program has become more complex since and MMIS is inhibiting the efficiency and effectiveness of the Medical Care Programs provided by the State. MDH intends to replace the existing system with a new modular MMIS, namely the Medicaid Enterprise Systems Modular Transformation (MMT) Project. MDH has formalized the initial plan/Roadmap, based off of the completed Medicaid IT Architecture (MITA 3.0) State Self-Assessment (SSA), which calls for the development, implementation, and operation of several modular systems and services. The MMT modules include Customer Relationship Management (CRM), Decision Support System (DSS)/Data Warehouse (DW), Pharmacy Point-of-Sale Electronic Claims Management System (POSECMS), Behavioral Health Administrative Services (BHASO), MD THINK AWS Migration EDITPS and eMedicaid Provider Management Module (PMM), Financial Management, and Core MMIS.</p>	
<p>Project Status: The program is actively writing the winter IAPDU to the federal Centers for Medicare & Medicaid Services (CMS) which will include the addition of Non-emergency Medical Transportation (NEMT) and CMS Interoperability Rule modules. The Electronic Health Records (EHR) project will be added to the IAPDU as it has been deemed eligible for partial enhanced federal funding by CMS. MMT has gained approval from CMS to move to the new Outcomes Based Certification (OBC) model and over the next year, RFPs for Dental Administrative Services Only (Dental ASO) and Utilization Control Agent (UCA) modules will be published. The Behavioral Health ASO project will continue to resolve open defects, complete Operational Readiness Reviews (ORR) with CMS, and move forward with certification.</p>	
<p>Known / Anticipated Schedule Changes: The Pharmacy POSECMS contract key milestone date for go-live was missed which resulted in an emergency contract extension for the existing system. A new release schedule is being negotiated between the agency and the vendor.</p>	
<p>Known / Anticipated Cost Changes: Cost increases are anticipated with the addition of new modules to the IAPDU winter submission. These new costs would be incorporated in future state fiscal year budgets and matched at 90% by CMS.</p>	
<p>Known / Anticipated Scope Changes: Non-Emergency Medical Transportation (NEMT), Electronic Health Records (EHR), and CMS Interoperability Rule are being added to the scope of the MMT Program.</p>	
<p>Risk Assessment: The state remains under a hiring freeze, resulting in delays in filling Special Payments Payroll (SPP) contractual resource positions, which has created short-term gaps in program management staff. A small vendor pool in the Medicaid space puts the program at risk.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV&V Assessments Initiated: 04/2020</p>

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 University of California San Diego continues design, development, and implementation (DDI) work according to the recently approved re-baselined schedule. A pilot program for obtaining birth certificate documents at an MVA location to support the REAL ID license program is anticipated to go live by the end of 2020. In order to protect against the impacts of catastrophic failures of the old systems while the new systems are being developed the legacy birth and death systems have been replicated on MD THINK. Testing of the replicated legacy systems on the stable hosting environment is under way and the team anticipates the systems being fully operational in 2021.

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: Any potential failure of the legacy birth or death systems remains the greatest risk due to the antiquity of the software and hardware. The agency is executing the mitigation strategy by migrating the software to MD THINK; however, until the systems are operational on MD THINK, a catastrophic failure could result in either system being unavailable.

Portfolio Review / Health Assessment Held: 12/29/2020

IV&V Assessments Initiated: None

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

<p>Project Description: The project will include a phased lift and shift of the contents of all the servers currently in the MDH Headquarters (HQ) data center to a Cisco based solution in the MDH HQ data center. The final phase will be to move the Cisco solution (out of the MDH HQ data center) to a cloud-based solution. Migrating to a new environment will reduce significant existing risk from the absence of hardware, software and network refresh investments. The new environment will be an improved secured environment that has additional security measures that protect MDH systems against cybersecurity threats.</p>	
<p>Project Status: The project procured and installed significant hardware infrastructure at the DoIT server co-location site at TierPoint Baltimore Washington International (BWI), and connectivity to the new resources has been established leveraging NetworkMaryland. The project started the migration of MDH data, server software, and applications to the new hosting environment. Additionally, the project completed the procurement of Disaster Recovery (DR) resources at a secondary hosting facility. Once fully implemented, this will provide MDH with the large-scale DR capability it has been lacking. Planned activities for the next year include implementation of the DR site, migration of entire virtual server and data storage systems from the legacy MDH Datacenter to cloud resources, migration of physical server systems and applications from the legacy MDH Datacenter to cloud resources, and retirement of the legacy MDH Datacenter.</p>	
<p>Known / Anticipated Schedule Changes: No known or anticipated schedule changes at this time.</p>	
<p>Known / Anticipated Cost Changes: No known or anticipated cost changes at this time.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated scope changes at this time.</p>	
<p>Risk Assessment: Unforeseen impacts of the COVID-19 pandemic could impact the project’s schedule. This risk will be monitored and concerns escalated as appropriate.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV&V Assessments Initiated: None</p>

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 engaged in service delivery of 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 the time required for delivery.

Project Status: The MD THINK team successfully deployed the Child welfare portion of the Child, Juvenile, and Adult Management System (CJAMS) statewide in July 2020. The project plans to deploy other components of the system statewide in 2021. There are several delays in system development, testing, and User Acceptance Testing (UAT) attributable to the COVID-19 pandemic. The Eligibility and Enrollment (E&E) system pilot go-live, planned for November 2020, suffered UAT delays and training issues due to COVID-19. Go-live is expected in January 2021. Statewide deployment of the E&E system is also delayed by three months to June 2021. The project successfully deployed the re-platformed Long-Term Care (LTC) system in October 2020. The Child Support Management System (CSMS) is also behind schedule, with deployment now planned for Q2 FY22.

Known / Anticipated Schedule Changes: All sub-programs; CJAMS, E&E, and CSMS, under the MD THINK program are behind schedule.

Known / Anticipated Cost Changes: The overall risk for MD THINK to remain within the constraints of the FY21 appropriation remains high. The team submitted a deficiency request for FY21 to the DBM in October 2020.

Known / Anticipated Scope Changes: The scope of the features and capabilities in all applications may be revised following reviews and discussions with stakeholders as requirements are not thoroughly analyzed.

Risk Assessment: The risk related to the overall scope, cost, and timeline for each sub-program remains high at this time. Stakeholders continue to collaborate to determine the scope that should cover the features and capabilities of the application to be deployed.

Portfolio Review / Health Assessment Held: 12/29/2020

IV & V Assessments Initiated: 05/22/2018

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 facilitates a review of the IT request in the context of the Enterprise, determines if it can be delivered via a procurement or minor effort, added to an existing MITDP, or whether a new Enterprise initiative (via MITDP) should be planned. The ESPI will provide integrated planning support and tools to support the numerous IT solutions requests received across multiple 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 under this initiative under DoIT's purview, with the goal of devising an Enterprise strategy. If the strategy calls for a major development effort, the DoIT will help establish the processes and strategies to meet the need for all agencies in a way that is compatible with the enterprise architecture, resulting in an implementation ITPR for the initiative. The 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 EPMO planned and completed additional enhancements and fixes in Q1 FY20. The portfolio/dashboard module of PRISM was initiated in Q2 FY20 with the automated oversight observations report (OOR) functionality. The OOR identifies key issues or concerns regarding a project that could impact progress, performance, or the accuracy of information communicated by MITDPs, and allow for agencies to take respective actions to resolve. The enterprise document management (DM) initiative survey results have been compiled and an Executive Summary/Study report prepared for release to Agencies. Any additional planning efforts for FY21 are still under consideration by DoIT.

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: 12/29/2020

IV&V Assessments Initiated: None

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

<p>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, and 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 which includes an additional 3,000+ phones to be migrated over to the VoIP environment.</p>	
<p>Project Status: The project is progressing very well, accelerating the pace of deployments and establishing a regular cadence for migrations from legacy PBX systems to the State’s enterprise Voice over IP platform. During the first two quarters of FY21 the project installed twice as many phones as the first two quarters of FY20. The first two migrations of Multi Service Centers (MSC) in Ellicott City and Catonsville were completed in the first half of this fiscal year. LAN upgrades are being handled by two teams, each simultaneously working on a group of sites. Simultaneous upgrades should create the velocity necessary to maintain a sufficient backlog of locations ready to be migrated to the VoIP platform and to reliably schedule migrations 90-120 days into the future. The project continues to review and optimize processes and the makeup of the migration team so that the project meets schedule and financial targets. The accelerated pace of migrations, which started in Q4 FY20, is expected to continue through Q4 FY21.</p>	
<p>Known / Anticipated Schedule Changes: No known or anticipated changes to schedule at this time.</p>	
<p>Known / Anticipated Cost Changes: No known or anticipated changes to cost at this time.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated changes to scope at this time.</p>	
<p>Risk Assessment: The major risk to the migration schedule is the ability for the LAN upgrades to be completed quickly enough so that there is a constant backlog of locations to be migrated to the VoIP platform.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV & V Assessments Initiated: None</p>

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: The 100 Gbps project is on schedule for completion by Q3 FY20. The detailed design is complete. The networking equipment purchases were approved by BPW in November 2020. The solicitation for the equipment for the completion of the Eastern Maryland ring has been released. The networking support contract is scheduled to end on March 31, 2021. A request for an extension of the contract has been submitted to the Office of State Procurement (OSP) for BPW approval.

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: There is risk to the timeline as vendor shipping dates for equipment are still unknown.

Portfolio Review / Health Assessment Held: 12/29/2020

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 return via US mail. There is no inter-agency coordination for license processing, which means that license processing tasks are duplicated many times 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 with the ability to complete and submit them online, whether on a home computer, their mobile phones, or tablets. 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: In FY21, 18 additional forms have been launched on the OneStop platform for supporting: the Maryland Department of Health, Maryland Higher Education Commission, Department of Commerce, Secretary of State, Department of Natural Resources, Department of Agriculture, and the Department of Housing and Community Development’s Economic Recovery Initiatives. The statewide COVID-19 response of telework has increased State agencies need to modernize paper processes and bring them into the OneStop portal. Additionally, time limited forms, such as grant applications related to the economic impact of COVID-19, have found a home within OneStop to ensure qualified people are able to swiftly apply for and receive approval of this critical funding. As of November 2020, over 38,000 small business loan or grant forms for COVID-19 relief were started on OneStop.

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: One Stop continues to experience an unresolved payment integration risk. Several forms within the project scope require a payment. The project team is waiting for a payment mechanism, either through current or future contracts, to support the creation of new forms. There is no payment mechanism or a decision to get a replacement at this time.

Portfolio Review / Health Assessment Held: 12/29/2020

IV&V Assessments Initiated: None

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

<p>Project Description: The Maryland Insurance Administration (MIA) has identified the need to replace the current Enterprise System (ES), custom-built for the Agency in the 1990's, for the following business functions: Company Licensing, Market Conduct Case Tracking, and 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 seeks to develop 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 following modern technologies; document management, workflow, collaboration, data analysis, and data reporting.</p>	
<p>Project Status: The project was initiated in Q1 FY21 and is currently in the planning phase. In September 2020, the MIA submitted an RFP for the ITS to DGS and DoIT for review and approval. The project is planning to complete the procurement process in Q3 FY21 and begin the implementation phase in Q4 FY21.</p>	
<p>Known / Anticipated Schedule Changes: Anticipated procurement process delays may impact the project schedule by several months but are not expected to require a schedule rebaseline.</p>	
<p>Known / Anticipated Cost Changes: No known or anticipated cost changes at this time.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated scope changes at this time.</p>	
<p>Risk Assessment: No project risks to report at this time.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV & V Assessments Initiated: None</p>

Labor: Maryland Workforce Exchange (MWE) (#7G20)

<p>Project Description: The MDL Maryland Workforce Exchange (MWE) System Replacement plans to procure and implement a solution that will expand on current MWE system capabilities and support the functions of the Office of Workforce Information and Performance (OWIP). The project intends to expand on the current MWE capabilities by providing integration with unemployment insurance systems, web and mobile computing technologies, and capabilities that enable external and internal customers to perform relevant duties around case management, while meeting all Federal and State requirements.</p>	
<p>Project Status: The project is currently in the early stages of planning. OWIP successfully onboarded a project manager and technical writer and commenced planning and requirements gathering activities in Q2 FY21. A solicitation for a replacement MWE system is in development. The project plans to complete the procurement and award in Q1 FY22.</p>	
<p>Known / Anticipated Schedule Changes: No known or anticipated schedule changes at this time.</p>	
<p>Known / Anticipated Cost Changes: No known or anticipated cost changes at this time.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated scope changes at this time.</p>	
<p>Risk Assessment: No project risks to report at this time.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV & V Assessments Initiated: None</p>

Labor: Unemployment Insurance Modernization (UIM) (#HB10)

<p>Project Description: The MDL Division of Unemployment Insurance (UI) is modernizing the technology associated with its three primary functions: benefits (paying unemployment insurance claimants); contributions (taxes collected from employers that replenish the Trust Fund); and, appeals (the function that arbitrates disputes between claimants and employers on the validity of a claim). The system will be cloud-based and serve the State of Maryland.</p>	
<p>Project Status: Beacon 2.0, the state’s newly modernized Unemployment Insurance system, was released to production in September 2020 with no notable information technology issues. In spite of the ongoing COVID-19 pandemic, the new system went live according to the federal grant mandated completion date. In addition to the standard (original scope) UI functionality, Beacon 2.0 released with emergency functionality to support Pandemic Unemployment Assistance (PUA). The additional emergency functionality was added in compliance with the Coronavirus Aid, Relief, and Economic Security (CARES) Act signed into law in March 2020. The UIM team is now operating in an operations and maintenance mode addressing bug fixes, defects, and enhancements.</p>	
<p>Known / Anticipated Schedule Changes: No known or anticipated schedule changes at this time.</p>	
<p>Known / Anticipated Cost Changes: No known or anticipated cost changes at this time.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated scope changes at this time.</p>	
<p>Risk Assessment: No project risks to report at this time.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV&V Assessments Initiated: 07/17/2017 (completed 12/31/18)</p>

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

<p>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 shall 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 (servers, site controllers, PCs, intersite communications networks, intrasite communications networks connecting all VLTs to the Central System), 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.</p>	
<p>Project Status: The MLGCA extended the current Central Monitor and Control System contract through September 2021. An RFP was issued in October 2020 with proposals due in December 2020. The contract extension provides for time to complete the procurement of a replacement contract with a target award in Q3 FY21.</p>	
<p>Known / Anticipated Schedule Changes: No known or anticipated schedule changes at this time.</p>	
<p>Known / Anticipated Cost Changes: No known or anticipated cost changes at this time.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated scope changes at this time.</p>	
<p>Risk Assessment: No project risks to report at this time.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV & V Assessments Initiated: None</p>

MD529: Account Holder Management System (AHMS) (#0829)

<p>Project Description: Maryland 529 provides flexible and affordable 529 plans to help Maryland families save for future college expenses and reduce dependence on student loans later. Maryland 529 is an independent State agency that offers two 529 college savings plans; the Maryland Prepaid College Trust (MPCT), which first opened for enrollment in 1998; and, the Maryland College Investment Plan (MCIP), which launched in 2001 and is currently managed by T. Rowe Price. Maryland 529 has been using a single account record system called Banner since 1998 to manage both plans. Banner needs to be replaced due to the lack of support for the system. The support was previously maintained by College Savings Systems of VA (CSS) who terminated the contract on November 30, 2017. As a result, Maryland 529 has initiated a project to procure and implement a replacement for the Banner system.</p>	
<p>Project Status: The Maryland 529 board approved a contract with a managed service provider in Q2 FY20. The contract eliminates the need for the project to continue as a system development effort. After a formal request for project cancellation was reviewed, the DoIT prepared and provided an MITDP cancellation letter to MD529. The project will no longer be included in future reports.</p>	
<p>Known / Anticipated Schedule Changes: No known or anticipated schedule changes at this time.</p>	
<p>Known / Anticipated Cost Changes: No known or anticipated cost changes at this time.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated scope changes at this time.</p>	
<p>Risk Assessment: There are no project risks to report at this time.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV&V Assessments Initiated: None</p>

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 also 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. Simpler, more intuitive, and task-oriented user interfaces will improve productivity, while static and ad hoc reporting will be improved. The new CMMS will provide access wherever OAG work is done, thereby enhancing OAG operations at non-OAG locations, improving employee productivity, and expanding services to Maryland's external customers and consumers.

Project Status: The project is rolling out functionality to remaining divisions. Deployments are scheduled for the Medicaid Fraud and Consumer Protection divisions in Q3 and Q4 FY21, respectively. OAG continues to seek a full-time State resource to assist with project management and help desk activities. DBM approved the position in Q1 FY21 and the hiring process is ongoing.

Known / Anticipated Schedule Changes: Schedule delays are anticipated as OAG IT resource availability is impacted by COVID-19 response workload and increased operational call volumes in support of the agency's remote/virtual work environment.

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: Lack of agency compliance with, and response to statutory required project oversight reporting activities, continues to limit full visibility into the project's true progress and remains a risk.

Portfolio Review / Health Assessment Held: 12/29/2020

IV & V Assessments Initiated: None

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

<p>Project Description: The Office of Public Defender (OPD) is customizing and deploying E-Defender, a module of Journal Technologies Incorporated's COTS legal case management application. It is a web-based application that leverages Microsoft SQL Server and is being tailored to meet OPD's business and technical requirements. Versions of other applications in use by OPD that are required to perform case management-related tasks such as word processing, mail, calendaring, reporting, and data exchange will be integrated with E-Defender.</p>	
<p>Project Status: The project is successfully rolling out E-Defender across the agency, with over 50,000 cases entered since the start of FY21. Configuration of division and district modules and data conversion tasks are progressing as planned and are scheduled for completion in Q3 FY21. The project is planning to complete integration with the Judicial Informational Services (JIS) application and begin the operations and maintenance phase in Q4 FY21.</p>	
<p>Known / Anticipated Schedule Changes: No known or anticipated schedule changes at this time.</p>	
<p>Known / Anticipated Cost Changes: No known or anticipated cost changes at this time.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated scope changes at this time.</p>	
<p>Risk Assessment: No project risks to report at this time.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV & V Assessments Initiated: 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 has evolved, such as manual data entry, duplicative reporting structures, and conflicting numbers due to user input errors. With the required integration capability, the platform should integrate with Maryland OneStop to accept, manage, sell, and promote licenses and permits for recreational hunting and fishing, commercial fishing, boat titling and registration, boat taxes, and special permits. The platform should provide an Open Application Programming Interface (API) specification in addition to integrating with the OneStop portal. This will allow DNR to connect with other required tools and systems

Project Status: The project started in FY21 and is in the planning phase. A list of functional requirements has been developed for review and validation by DNR stakeholders. The vendor is also developing the first round of forms and workflows for agency review.

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 implementation path identifies a period of time in which double entry would be required to maintain licensing and payment data. The team has accepted this risk and will be as efficient as possible during the time in which double entry is required.

Portfolio Review / Health Assessment Held: 12/29/2020

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. 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 is evaluating proposals submitted in response to an RFP for a drone detection solution. Vendor demonstrations are scheduled to occur in Q2 FY21. DPSCS anticipates that demonstrations will provide additional insight into the technical capabilities of the proposed solutions. With the capabilities in mind, the evaluation team will be able to make an informed selection of a drone detection solution. Although competing agency procurements have delayed the solicitation process, the project anticipates making an award recommendation in Q3 FY21.

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: 12/29/2020

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. The new system will provide effective monitoring, rehabilitation, and Case Management of offenders within these programs, providing timesaving processes that eliminate manual processes while providing consolidated information within a single data system.

Project Status: The project completed technical reviews of proposals submitted in response to the RFP for the replacement CCH. Best and Final Offers (BAFO) have been requested and DPSCS is in the final stages of selecting a contractor. An amendment to the RFP will be issued to change the deployment approach from an on-premises deployment to a cloud-based solution. An award recommendation is anticipated for Q3 FY21.

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

Known / Anticipated Cost Changes: Due to the length of time that has elapsed since the project's initiation, a \$2.3M federal grant was reverted. DPSCS is in discussions with DBM to resolve any resulting funding deficits.

Known / Anticipated Scope Changes: DPSCS has expressed an interest in amending the hosting agreement switching from an on-premises deployment to a cloud-hosted deployment.

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

Portfolio Review / Health Assessment Held: 12/29/2020

IV & V Assessments Initiated: None

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

<p>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 Duvall v O’Malley case, and offer DPSCS a comprehensive, primary, secondary, and specialty health services EPHR, as well as provide inpatient services, utilization management, and social work mental health services.</p>	
<p>Project Status: The DPSCS awarded a contract for implementation services. An NTP was issued in Q2 FY21. The project teams are defining milestones for the first phase of the project. The project anticipates beginning development and integration activities in Q3 FY21, followed by data migration activities in Q4 FY21.</p>	
<p>Known / Anticipated Schedule Changes: No known or anticipated schedule changes at this time.</p>	
<p>Known / Anticipated Cost Changes: The actual contract costs were higher than estimated causing the project to experience a funding deficit. DPSCS has initiated discussions with DBM.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated scope changes at this time.</p>	
<p>Risk Assessment: No additional project risks to report at this time.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV & V Assessments Initiated: None</p>

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

<p>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.</p>	
<p>Project Status: The project team, in collaboration with DoIT, conducted market research for ERP solutions specializing in public safety. DPSCS concluded that an Intergovernmental Cooperative Purchasing Agreement (ICPA) could be used to acquire an ERP solution meeting all project requirements. Leveraging the ICPA negated the need for a lengthy procurement process; however, due to additional legal reviews, the award was delayed. DPSCS later completed its review and will go to the Board of Public Works for approval in Q3 FY21.</p>	
<p>Known / Anticipated Schedule Changes: Onboarding the vendor via ICPA will reduce the implementation schedule by shortening the procurement schedule and accelerating the solution’s deployment that is estimated to last less than 12 months.</p>	
<p>Known / Anticipated Cost Changes: No known or anticipated cost changes at this time.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated scope changes at this time.</p>	
<p>Risk Assessment: DPSCS must maintain the use of the legacy AS400 until the new solution is implemented. This will require a one-year contract extension for the contract with the legacy application vendor. DPSCS will present the extension for approval in Q3 FY21.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV & V Assessments Initiated: None</p>

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 supported 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 is finalizing application changes needed prior to deploying the new MAFIS system into production. The project missed the Q1 FY21 go-live milestone, but has completed business process documentation, initiated data migration activities, and completed UAT for two critical modules, namely FASTID and Transaction Controller. The project plans to complete all UAT activities and deploy to production in Q3 FY21.

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: 12/29/2020

IV & V Assessments Initiated: None

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

<p>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.</p>	
<p>Project Status: The project developed an RFP to acquire a LMS solution. The RFP was submitted for review in Q2 FY21. The project anticipates publishing the RFP in Q3 FY21 and initiating evaluation of proposals in Q4 FY21.</p>	
<p>Known / Anticipated Schedule Changes: No known or anticipated schedule changes at this time.</p>	
<p>Known / Anticipated Cost Changes: No known or anticipated cost changes at this time.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated scope changes at this time.</p>	
<p>Risk Assessment: No project risks to report at this time.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV & V Assessments Initiated: None</p>

State Retirement and Pension Systems: Business Process Reengineering and Support Technology (MPAS-3) (#4001)

Project Description: This major initiative will re-engineer business operations in the Agency’s retirement administration and associated finance functions, implementing supporting technologies to enhance efficiency and member service. MPAS-3 will also redefine interactions with participants (active, vested, and retirees/beneficiaries), employers, and other external parties, thereby improving and automating workflow, extending and expanding secure transactional services over the Internet, replacing current batch-oriented and paper-centric functions with online real-time update, implementing new customer relationship management and document management applications, and integrating existing stand-alone systems. This generational change will selectively leverage contemporary commercial software applications and technology service offerings, with concomitant staff re-organization and training, to result in significant improvements in Agency service levels and timeliness of delivery and response.

Project Status: The release of the "mySRPS" secure member portal continues to be a success, with the enrollment rate currently at 25% and growing. The enrollment rate exceeds expectations based on historical data collected by other public pension funds. In Q1 FY21, the project released an improved and interim secure online portal for the 150 employers SRA serves, which provides the benefit of reducing data and financial errors, and omissions at the source. In Q2 FY21, the project enhanced the internal benefit estimate process for agency staff incorporating a newly revised request form, document capture, intelligent character recognition, and integration with the Customer Relationship Management (CRM) software. A solution for identity proofing continues in the procurement process. The project plans to award a contract for a solution and begin implementation by the end of FY21. Overall, planned work remains on budget and schedule, with minor delays anticipated in the procurement process.

Known / Anticipated Schedule Changes: Minor delays are anticipated in the procurement and implementation of the identity proofing solution.

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: 12/29/2020

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 MDSP. 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 Professional Licensing system, including nine license types, is scheduled to be completed by January 2021. The following licenses have been completed since the end of FY20; Security Guard and Agency, Private Investigator and Agency, Security Systems Technician and Agency, Special Police, Railroad Police, and the application for Bulletproof Armor. The project team started the development of the electronic Machine Gun Registration and is on target to have the functionality in production before the Annual Machine Gun registration deadline of May 2021. Once this is completed, the project team will start automation of the Regulated Firearm Dealer Registration process.

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: 12/29/2020

IV&V Assessments Initiated: None

State Police: Statewide Public Safety Communications System (700MHz) (#PSC1)

<p>Project Description: The 700 MHz project will replace several outdated agency radio systems with a new state-of-the-art voice and data communications system for first responders and public services agencies. The existing systems are aging and employ outdated analog technology that relies on software patches to maintain interoperability. The new system will allow a trunked, digital system and interoperability that allows a common use language built to Project 25 (P25) standards. New infrastructure will be designed and built to meet current and future communications system requirements of the State and participating local government agencies.</p>	
<p>Project Status: The project completed its last subscriber radio purchase with the procurement of radios for the Department of Natural Resources (DNR). The MITDP portion of the project will prepare for closeout in Q3 FY21. The DoIT Capital Project will continue its ongoing work for the implementation of radio sites and conversion to Ethernet.</p>	
<p>Known / Anticipated Schedule Changes: No known or anticipated schedule changes at this time.</p>	
<p>Known / Anticipated Cost Changes: No known or anticipated cost changes at this time.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated scope changes at this time.</p>	
<p>Risk Assessment: No project risks to report at this time.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV&V Assessments Initiated: None</p>

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, as well as banking conversion to Wells Fargo per the Statewide master depository conversion project.

Project Status: The system went live in June 2020. The project is focused on system enhancements and eliminating the dependence on the i5 servers. In Q1 FY21, the project transitioned to the use of Azure DevOps environment for managing the project roadmap, scheduling, development, expansion of user acceptance testing, and reporting. Four enhancement increments have been scheduled through the end of FY21. The first two, including banking check register and state agency insurance portal, are scheduled to complete in Q3 FY21. The next two increments include the remaining Bank Administration Institute (BAI) reporting and configuration between customer agencies and banks. Further security enhancements are also scheduled for completion by the end of FY21.

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 project is dependent upon external agencies and banks implementing full conversion of file transfers to the new Master File Transfer (MFT) platform. Any reduction in the availability of the third parties could impact the schedule. Additionally, the project schedule could be impacted by recent staff shortages resulting from the retirement of the IT Director and a subject matter expert taking extended leave. To mitigate the resource issues, the remaining staff are serving in multiple support roles and the team is using task prioritization and scheduling changes to improve staff availability for the project.

Portfolio Review / Health Assessment Held: 12/29/2020

IV&V Assessments Initiated: None

Transportation: Authority: Electronic Toll System 3rd Generation (ETC3G) (#0041)

Project Description: The ETC3G program consists of two projects. First is the Customer Service Center (CSC) which will provide for a new set of Systems and Services to manage EZ-Pass accounts. It will include software, host computers, call center, IVR, Web site, and web services. The project also includes a 2-year build phase, a 90-day performance evaluation phase, up to ten years of operations services and maintenance, and up to one year of transition support. The call center will be built within Maryland, populated with all necessary equipment and operated for the duration of the contract. Call center operations include receiving transactions from the toll system, conducting DMV look ups for images, account management, payment processing, reciprocity processing, collections management, and citation management. The second project is the Toll Systems and Services. This will replace all of the toll lane equipment with new toll collection systems. It includes new toll host computers, a central toll host, cash collection reporting and systems that support cash reconciliation and accounting. It has the same 2-year build phase, 90-day performance and up to ten years of operations services and maintenance as the CSC project. It includes image review and interfaces with the CSC system to pass electronic toll collection transactions to the CSC system for further processing. Both projects also have a phase out period of up to one year at the end of the contract.

Project Status: Initial factory acceptance testing (FAT) was completed per the original terms of the contract; however, a number of additional requirements were added as a result of the operational variances due to COVID-19 (e.g. all invoicing held in queue from March through September 2020 resulting in a backlog of 41 million transactions). This now requires additional FAT testing in an event tagged FAT deferred (FAT-D) items. MDTA is working to finalize the plan for addressing the statutory requirements and operational impacted requirements for appropriate handling of backlogged transactions and 3G conversion. The FAT-D event began in FY21 and the project anticipates go-live in Q3 FY21. In addition, ETC3G continues to work with MVA on testing vehicle plate flagging on pay transaction violations and interface proof package testing.

Known / Anticipated Schedule Changes: The schedule is delayed as a result of the operational variances implemented due to COVID-19.

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

Known / Anticipated Scope Changes: Requirements were added as a result of the operational variances due to COVID-19.

Risk Assessment: The system is not yet processing data at a suitable rate. ETC3G has been working with the contractor to increase data processing transaction speed.

Portfolio Review / Health Assessment Held: 12/29/2020

IV & V Assessments Initiated: None

Transportation: Motor Vehicle: Customer Connect (#0688)

<p>Project Description: Customer Connect, formerly known as “Project Core,” is an enterprise-wide project with an emphasis on modernizing the MVA’s (the Administration) information technology infrastructure, replacing legacy systems and enhancing the Administration’s ability to provide customers and the agency with a 360-degree view of their services and needs. Customer Connect will address and serve as the base architecture for replacing the existing Titling and Registration System (TARIS) and other Administration legacy systems. Customer Connect will also provide a platform for development of new applications. The project includes document imaging, vehicle, drivers, and business licensing, insurance, external interfaces, and data quality.</p>	
<p>Project Status: Customer Connect successfully implemented Rollout 1 (Vehicles, IRP, and Business License) in July 2020 and production support issues are addressed as identified. The project team is currently having definition meetings for Rollout 2 (Drivers). Upon completion, the base system demos will begin to take place by January 2021. System development is scheduled to begin once the base system demos are complete.</p>	
<p>Known / Anticipated Schedule Changes: The Rollout 2 implementation date has changed from October 2021 to December 2021 due to COVID-19 related delays.</p>	
<p>Known / Anticipated Cost Changes: No known or anticipated cost changes at this time.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated scope changes at this time.</p>	
<p>Risk Assessment: No project risks to report at this time.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV & V Assessments Initiated: None</p>

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

<p>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.</p>	
<p>Project Status: Due to COVID-19 associated budget reductions, CIS was scaled back in July and SHA did not renew the project management contract. In addition, the project has been impacted by other resourcing constraints. The CIS team is working to develop a revised plan for moving forward. A schedule impact assessment will be prepared and go live is not expected to occur before FY23.</p>	
<p>Known / Anticipated Schedule Changes: Schedule changes are expected due to loss of resources during COVID-19.</p>	
<p>Known / Anticipated Cost Changes: No known or anticipated cost changes at this time.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated scope changes at this time.</p>	
<p>Risk Assessment: No project risks to report at this time beyond the above-mentioned resourcing issues.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV & V Assessments Initiated: None</p>

Transportation: Transit: Bus-Unified System Architecture (USA) (#1333)

Project Description: The project provides for a state-of-the-art suite upgrade and unification of on-board bus equipment. By integrating all of these bus on-board systems, the MTA will be able to capture real time information in all of these systems. This will allow the MTA to better manage its fleet of buses and schedules. The unified components will be provided on 690 buses encompassing all models from 2005-2018. The unification of the transit architecture will help to streamline MTA's operations and maintenance (O&M), and standardize methods, architecture, and operations.

Project Status: The BUS USA project completed several major milestones in the first two quarters of FY21. Mini-fleet testing has been completed on 13 buses. The functionality evaluation on all major bus types has concluded ensuring back-end component compatibility. Production installs began in September 2020 and, to date, 205 buses have been retrofitted. Single sign-on setup through the farebox testing has completed. All bus retrofits are expected to be completed by May 2021.

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: 12/29/2020

IV & V Assessments Initiated: None

Transportation: Transit: Claims Management System (Claims) (#2050)

<p>Project Description: The MDOT MTA is seeking to implement a new Claims Management System to manage claims derived from accidents and incidents on MTA’s transit system. This includes tracking litigation; making and managing payments to claimants, vendors, attorneys, and insurance companies; tracking escrow payments; and providing numerous reports regarding insurance and claims. The objective of the project is to deploy a scalable solution leveraging robust application programming technologies, which will result in increased productivity and service quality.</p>	
<p>Project Status: MDOT MTA went live with the ClaimsVISION software application in FY20. The project is now in the operations and maintenance phase. Post go-live issues were largely resolved in the software update release and any major software updates are performed quarterly. The final software deliverable, the 1099 module, is in testing and scheduled for delivery by Q3 FY21</p>	
<p>Known / Anticipated Schedule Changes: No known or anticipated schedule changes at this time.</p>	
<p>Known / Anticipated Cost Changes: No known or anticipated cost changes at this time.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated scope changes at this time.</p>	
<p>Risk Assessment: No project risks to report at this time.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV & V Assessments Initiated: None</p>

Transportation: TSO: Capital Management and Programming System (CMAPS) (#0103)

Project Description: MDOT will develop a new system to manage capital projects and develop the annual MDOT Consolidated Transportation Program (CTP) budget. MDOT and its Transportation Business Units (TBUs) / Authorities - Maryland Aviation Administration; Maryland Port Administration; Motor Vehicle Administration; Maryland Transit Administration; State Highway Administration; and the Maryland Transportation Authority - currently utilize the MDOT Capital Programming Management System (CPMS) to manage, budget, forecast and report on the capital program. CPMS was developed in 1998 on a Microsoft (MS) Access Database Management System (DBMS) platform that has reached the end of its useful life. Recent loss of some functionality as well as security and maintenance challenges have also brought to light the need for a more modern and robust replacement system with increased capability and reliability.

Project Status: CMAPS concluded the one-year operations and maintenance phase at the end of November 2020. There are over 600 users within the system from across the TBUs. Throughout FY21, user sessions are being held to obtain feedback on satisfaction, usability, and perceived benefits of the new system and the data gathered will be included in the closeout documentation. The system support team continues to work with the TBUs to capture requests for new functionality and improvements. There are no open system defects from the implementation and the project is scheduled to close at the end of FY21.

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: 12/29/2020

IV & V Assessments Initiated: None

Transportation: Motor Vehicle: Customer Traffic Management (CTM) (#80721)

<p>Project Description: The MDOT MVA plans to modernize the existing CTM System with a comprehensive, customer traffic management and reporting solution. The CTM will track interactions with MDOT MVA customers who are required to come into a branch office to complete driver and vehicle service transactions. MDOT MVA is looking for a customizable and commercially available application that provides both linear and mobile queuing options and supports the use of personal wireless devices and other web enabled platforms.</p>	
<p>Project Status: The CTM RFP was released in April 2020. MDOT MVA received proposals in July 2020. Technical evaluations and offeror presentations were completed. Subsequently, MDOT MVA canceled the procurement in October 2020 due to budgetary reductions resulting from the COVID-19 pandemic. The request for project cancellation of the MITDP is in process.</p>	
<p>Known / Anticipated Schedule Changes: No known or anticipated schedule changes at this time.</p>	
<p>Known / Anticipated Cost Changes: No known or anticipated cost changes at this time.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated scope changes at this time.</p>	
<p>Risk Assessment: No project risks to report at this time.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV & V Assessments Initiated: None</p>

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

<p>Project Description: The WCC’s EM project is the modernization of an aging and complex system. It is coupled with an enterprise modernization of business processes to achieve a paperless administration of the provisions of the Maryland Workers’ Compensation Law. Current WCC systems have been in place for more than a decade and are difficult to maintain and update in a timely manner. Also, there are multiple operating systems, programming languages, and databases operating on multiple platforms and under multiple operating systems. While 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 business processes with the goal to automate as many of the “back-office” tasks as possible and electronically receive and send documents from and to claimants, attorneys, employers, insurers, and other organizations which currently use WCC information.</p>	
<p>Project Status: There are approximately 250 individual processes being developed as part of the Enterprise Modernization (CompHub) project. At present, 80 business processes have been created, tested, and certified for release, with an additional 30 business processes accepted as part of a release completed in October 2020. The next release will look to develop another 50 business processes addressing docketing, scheduling, and conducting hearings. Beta tester training was completed in August 2020, and general training materials including user guides, videos, and user aids are being developed for use beginning in early 2021.</p>	
<p>Known / Anticipated Schedule Changes: No known or anticipated schedule changes at this time.</p>	
<p>Known / Anticipated Cost Changes: No known or anticipated cost changes at this time.</p>	
<p>Known / Anticipated Scope Changes: No known or anticipated scope changes at this time.</p>	
<p>Risk Assessment: No project risks to report at this time.</p>	
<p>Portfolio Review / Health Assessment Held: 12/29/2020</p>	<p>IV&V Assessments Initiated: None</p>