

January 15, 2022

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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 FY2022 Mid-Year Report describes all Fiscal Year (FY) 2022 projects and their status as of December 31, 2021. It further reflects known or anticipated cost, scope or schedule changes and risks identified since the FY2021 Year-End Report submitted in November.

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

Sincerely,


Michael Leahy (Jan 18, 2022 15:12 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

TABLE OF CONTENTS	2
State Agency Abbreviations	6
Executive Summary	7
FY22 MITDP Planning/Implementation Status (PPR/PIR)	8
Assessment and Taxation: Strategic Enterprise Application Network (SEAN) (#4100)	11
Baltimore City Community College: Enterprise Resource Planning System (ERP) (#6695)	12
Comptroller of Maryland: Integrated Tax System (ITS) (#0431)	13
Department of Housing and Community Development: Energy Efficiency Program Management System (EEPMS) (#5450)	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) (#A808)	30
Health: COVID-LINK - Supporting Technology for Contact Tracing (COVIDLINK) (#A811)	31

Health: Maryland Department of Health VoIP Conversion (VOIP) (#A810)	32
Human Services: Maryland Total Health Information Network (MD THINK) (#6B17)	33
Information Technology: Enterprise Solution Planning Initiative (ESPI) (#P013)	34
Information Technology: Voice and Datacom Modernization (VDM) (#P012)	36
Information Technology: networkMaryland 100GB Backbone Upgrade (100GB) (#P017)	37
Information Technology: Maryland OneStop Portal (OneStop) (#P016)	38
Insurance Administration: Insurance Tracking System (ITS) (#5500)	39
Labor: Maryland Workforce Exchange (MWE) (#7G20)	40
Labor: Unemployment Insurance Modernization (UIM) (#HB10)	41
Lottery and Gaming Control Agency: Central Monitor and Control System for a Video Lottery Terminal Program (#D002)	42
Office of Attorney General: Case Matter Management System (OAG-CMMS) (#1002)	43
Office of the Public Defender: Case Matter Management System (OPD-CMMS) (#2200)	44
Natural Resources: DNR Modernization and OneStop Integration Project (#A005)	45
Public Safety and Correctional Services: Drone Detection and Response System (Drones) (#P015)	46
Public Safety and Correctional Services: Computerized Criminal History (CCH) (#1730)	47
Public Safety and Correctional Services: Electronic Patient Health Record (EPHR) (#1740)	48
Public Safety and Correctional Services: Enterprise Resource Program (MCE-ERPIP) (#1033)	49
Public Safety and Correctional Services: Maryland Automated Fingerprinting Identification System (MAFIS) (#1790)	50
Public Safety and Correctional Services: Learning Management System Replacement (LMSR) (#1720)	51
State Retirement and Pension Systems: Business Process Reengineering and Support Technology (MPAS-3) (#4001)	52
State Police: Automated Licensing and Registration Tracking System (ALRTS) (#1133)	53
State Treasurer Office: Financial Systems Modernization (FSM) (#1800)	54
Transportation: Authority: Electronic Toll System 3rd Generation (ETC3G) (#0041)	55
Transportation: Motor Vehicle: Customer Connect (#0688)	56
Transportation: State Highway: Consumable Inventory System (CIS) (#2039)	57

Transportation: Transit: Bus-Unified System Architecture (USA) (#1333)	58
Transportation: Transit: Future Fare System (Next Generation Fare System) (NGFS) (#0040)	59
Transportation: TSO: Enhanced Procurement Information Control System (EPICS) (#1030)	60
Transportation: Transit: Occupational Health Monitoring System (OHMS) (#2080)	61
Workers Compensation Commission: Workers Compensation Commission Enterprise Modernization (WCCEM) (#2002)	62

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

**For
Fiscal Year 2022
As of December 31, 2021**

State Agency Abbreviations

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

Executive Summary

The Maryland Department of Information Technology's (DoIT) Fiscal Year 2022 (FY22) portfolio of Major Information Technology Projects (MITDPs) mid-year report provides an update on the most recent status into the performance of Maryland's Information Technology (IT) system development projects. This report consists of fifty-three (53) projects across twenty-five (25) agencies. The MITDP project portfolio FY22 appropriations are \$312,838,800 with current estimates at completion (EAC) at \$2,772,363,527.

FY22 began with one new project, the Maryland Department of Health (MDH) VoIP project. MDH has a total of 5,500 phones in 18 facilities with 15 of those sites using end-of-life PBX systems. This project, when completed, will move the phones at all 18 sites to a hybrid VoIP base environment.

Continuing project successes have been visible during the start of FY22. Lottery implemented its new Central Monitoring and Control system for the Video Terminal program in October 2021, the Department of Human Services (DHS) MDTHINK project went live Statewide with the Eligibility and Enrollment (E&E) system in November 2021, and the Department of Environment (MDE) went live with their Lead Rental Certification and Accreditation (LCRA) system in December 2021.

Also, in the first half of FY22, the EPMO has kicked off the development of online dashboards for the ITPR process, established system audit trails, released the FY22 version of the MITDP Health Assessment report, developed a procedure for validating monthly costs, and initiated its engagement on SDLC template improvements.

Some upcoming Major IT highlights that the State can foresee in the remainder of FY22 include:

- SDAT's release of the revised 2022 tax credit application forms to citizens in Q3 FY22;
- Go Live of MDOT's Enhanced Procurement Information Control System (EPICS) system in Q4 FY22; and
- DHS MDTHINK's Child Support Management System (CSMS) Go Live by Q4 FY22.

FY22 MITDP Planning/Implementation Status (PPR/PIR)

#	Agency Name	Project Name	FY22 MY PPR/PIR
1	Assessment and Taxation	Strategic Enterprise Application Network (SEAN)	PIR
2	Baltimore City Community College	Enterprise Resource Planning System (ERP)	PIR
3	Comptroller	Integrated Tax System (ITS)	PIR
4	Education	IAC Business Management System (IBMS)	PPR
5	Education	CCATS Replacement Project (CCATS)	PPR
6	Education	Replacement Educator Information System (REIS)	PIR
7	Elections	Agency Elections Management System Modernization (AEMS)	PIR
8	Elections	Pollbooks 2022 (POLLB)	PPR
9	Environment	Environmental Permit Tracking System Modernization (EPTSM)	PIR
10	Environment	Lead Rental Certification and Accreditation (LRCA)	PIR
11	Emergency Medical Services	Maryland Institute for Emergency Medical Services Systems (MIEMSS) Emergency Medical Services (EMS) Communication System Upgrade	PIR
12	General Services	eMaryland Marketplace (eMMA)	PIR
13	Governor's Grants Office	Enterprise Grants Management Solution	PPR
14	Health	Maryland Board of Nursing (BON) Enterprise Licensing and Regulatory Management Solution (ELRMS)	PPR
15	Health	Integrated Electronic Vital Records Registration System (VRRS)	PIR
16	Health	Long Term Services and Supports (includes Financial Restructuring of the Developmental Disabilities Administration) (LTSS)	PIR
17	Health	Medicaid Management Information Systems II (MMISII)	PIR
18	Health	Migrate MDH HQ Data Center to the Cloud (CLOUD)	PIR
19	Health	Statewide Electronic Health Records (EHR)	PPR
20	Health	COVID-LINK - Supporting Technology for Contact Tracing	PIR
21	Health	VoIP Conversion	PIR
22	Housing and Community Development	Energy Efficiency Program Management System (EEPMS)	PPR

#	Agency Name	Project Name	FY22 MY PPR/PIR
23	Human Services	Maryland Total Human-services Information Network (MD THINK)	PIR
24	Information Technology	Enterprise Solution Planning Initiative (ESPI)	PPR
25	Information Technology	Maryland OneStop Portal (OneStop)	PIR
26	Information Technology	networkMaryland 100GB Backbone Upgrade (100GB)	PIR
27	Information Technology	Voice and Datacom Modernization (VDM)	PIR
28	Insurance Administration	Insurance Tracking System (ITS)	PPR
29	Labor	Maryland Workforce Exchange (MWE)	PPR
30	Labor	Unemployment Insurance Modernization (UIM)	PIR
31	Lottery and Gaming Control Agency	Central Monitor and Control System for a Video Lottery Terminal Program (VLT)	PPR
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)	PIR
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 Retirement and Pension Systems	Business Process Reengineering and Support Technology (MPAS-3)	PIR
43	State Treasurer Office	Financial Systems Modernization (FSM)	PIR
44	Transportation - Authority	Electronic Toll System 3rd Generation (ETC3G)	PIR
45	Transportation - MVA	Motor Vehicle: Customer Connect	PIR
46	Transportation - State Highway	Consumable Inventory System (CIS)	PIR
47	Transportation - Transit	Bus - Unified System Architecture (Bus-USA)	PIR
48	Transportation	Future Fare System (Next Generation Fare System) (NGFC)	PIR

#	Agency Name	Project Name	FY22 MY PPR/PIR
49	Transportation	Enhanced Procurement information control system (EPICS)	PIR
50	Transportation	Transit: Occupational Health Monitoring System (OHMS)	PIR
51	Workers Compensation Commission	Workers Compensation Commission Enterprise Modernization (WCEM)	PIR

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

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

Project Status: The project is on track to release the revised 2022 tax credit application forms (HTC and RTC) to citizens in February 2022. Phase 4 of the Tax Credits component, which focuses on the RTC application and associated functionalities such as calculator for administrators, accounts payable/receivable tracking, audit and reporting, and data migration from the mainframe to OneStop, is also on track for delivery in Q4 FY22. The project plans to deliver Phase 5 (HMST-related features) and Phase 6 (HTC-related features) in Q1 FY23 and Q3 FY23, respectively. A solicitation for a cloud migration solution for MBES is under development with plans to award by Q1 FY23.

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

Known / Anticipated Cost Changes: MBES cost estimates are of a preliminary nature, likely to change based on vendor pricing information/proposals, which may impact future budget/costs.

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

Risk Assessment: MBES planning, and procurement activities are likely to be further delayed as SDAT focuses its resources on the tax credit applications.

Portfolio Review / Health Assessment Held: 11/23/2021

IV&V Assessments Initiated: None

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

Project Description: The BCCC’s goal is to replace its administrative system that consists of legacy mainframe and COBOL technologies that can no longer be fully supported by the agency. This non-integrated system puts the college at risk since the legacy technology does not meet compliance regulations nor adequately support existing business functions. These limitations have resulted in process deficiencies and audit findings around state and federal compliance relating to sensitive data protection. 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 ERP implementation vendor continues to make progress with data migration and validation activities through the end of December. Datasets for students, employees, academic history, and other related data sets have completed the second round of data reviews. The data team is also performing intra-agency coordination activities to validate batch processing capabilities with FMIS, while continuing to design and implement a redundant network circuit to ensure continuity of operations for critical campus data systems.

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 continues to mitigate risks associated with network circuit redundancy in response to a prior internet outage that made the campus system unavailable.

Portfolio Review / Health Assessment Held: 11/23/2021

IV&V Assessments Initiated: None

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

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

Project Status: The Integrated Tax System project rebaselined it’s schedule in August. The project team is confident the schedule is achievable, although the IV&V team views the new schedule as aggressive. The Workpaper Toolkit team was assembled and is working with the vendor. With the current IT management services contract ending in Q3 FY22, the project issued a TORFP for IT management services and is currently evaluating responses. A separate TORFP was issued for the cultural change and organizational change management services. The project team continues to work with the IV&V team to resolve findings. Most of the higher risks identified by IV&V are associated with the schedule and project process. The project continues to make progress towards the next release which includes sales and use tax, withholding tax, and other business taxes.

Known / Anticipated Schedule Changes: The rebaselined schedule and planning sessions produce iterations which have put the team over capacity. The vendor and the project team are working to resolve the issue. There is no impact to the schedule at this time.

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

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

Risk Assessment: The schedule risk remains the highest risk to the project. If ITS does not build the project plan based on a detailed, realistic calculation of the level of effort and duration of various project tasks then interim target dates may be missed, and the overall program schedule will be negatively impacted. The project team is closely evaluating iteration progress and schedule regularly to identify any mitigating actions that can be taken to alleviate schedule risk.

Portfolio Review / Health Assessment Held: 11/23/2021

IV&V Assessments Initiated: Q1 FY21

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

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

Project Status: The agency issued an RFP in October 2021 and is currently evaluating vendor responses. The project plans to make a recommendation for award in Q3 FY22 and begin implementation shortly thereafter.

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: 11/23/2021

IV&V Assessments Initiated: None

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

Project Description: The purpose of this project is to procure and establish a state-of-the-art, configurable, online business-management system that will contain, route, and save documents and information for the Interagency Commission on School Construction (IAC) Additionally, included in the scope of the project is to streamline and enhance the IAC’s business processes and unlock new operational efficiencies that currently are not within reach for the IAC.	
Project Status: The project team is currently evaluating bids submitted in response to its RFP issued in FY21. Despite earlier delays, the agency forecasts an award date for its Integrated Business Management Solution in Q3 FY22.	
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: 11/23/2021	IV&V Assessments Initiated: None

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

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.

Project Status: The project team is in the midst of procuring an implementation services vendor to configure and deploy the acquired Salesforce based system. The agency has worked collaboratively with DoIT to review the statement of work, and complete recommended revisions. Despite these internal delays, the agency forecasts that an RFP will be issued in Q3 FY22.

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: MSDE is in the process of issuing an RFP that consolidates the scope of smaller IT projects into the CCATS project as part of its cost-containment and system modernization strategy. The scope of CCATS was expanded to include/subsume CCATS external partner systems such as Early Childhood Electronic Licensing Inspection System (ELIS), Maryland EXCELS and Accreditation, Grants Management, Conduent Citrix, Child Care Information System (CCS), and Criminal Justice Information System (CJIS), as these capabilities are currently being provided under separate MSDE programs and contract vehicles.

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

Portfolio Review / Health Assessment Held: 11/23/2021

IV&V Assessments Initiated: None

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

Project Description: MSDE is actively developing an Educator Information System (EIS) for issuance, renewal, reinstatement, endorsement, suspension and revocation, and maintenance of educator certificates in Maryland. This system must interface with several organizations i.e. National Association of State Directors of Teacher Education and Certification (NASDTEC), Department of Public Safety and Correctional Services /Criminal Justice Information Services (CJIS), Department of Human Services (DHS), Maryland’s 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 and the MSDE’s Certification Branch, bears responsibility for the issuance, renewal, reinstatement, endorsement, suspension and revocation, and maintenance of these certificates. There are approximately 125 licensed users with direct access from either inside the MSDE or from the twenty- four (24) LEAs. Users, under varied permission levels, access certification data, upload materials, check certification statuses, run canned reports, and process educator certificates.

Project Status: The project has encountered implementation delays due to (a) the application's readiness as defined per State workflow requirements, (b) training and operational readiness of distributed teams across the State, and (c) data conversion and migration concerns around the validation of legacy datasets. In response to these concerns, the agency's leadership decided to delay production release until Q3 FY22 to ensure adequate time for data and process-related compliance with State workflow requirements.

Known / Anticipated Schedule Changes: MSDE decided to delay the implementation date from Q2 FY22 to Q3 FY22 to ensure application and operational readiness. Despite prior delays, the project anticipates meeting its scheduled production release 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 agency lacks adequate resources skilled in Agile implementation strategies and relies on the vendor for detailed planning and implementation scheduling. The agency is augmenting its project leadership with technical resources to review project artifacts, conduct UAT activities, and certify the applications readiness for production release.

Portfolio Review / Health Assessment Held: 11/23/2021

IV&V Assessments Initiated: None

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

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.

Project Status: The AEMS project completed their second planned enhancement release in September 2021 improving ballot styles, candidate lists/gender, contest maintenance, election results, polling place, and snapshot district and precincts. The team completed the third planned enhancement on December 5, 2021 improving functionality for redistricting and election ware, election results, election results HTML, candidate gender, results by precinct, ballot definition report, and multi-county contests. All activities in support of the 2022 mock election process are completed and resulted in a few more enhancement requests for the 2022 election cycle which will be delivered in the 4th enhancement release in Q3 FY22. The MITDP closeout is on track for Q4 FY22.

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 additional required legislative changes could require additional enhancements or changes to the system.

Portfolio Review / Health Assessment Held: 11/23/2021

IV&V Assessments Initiated: None

Elections: Pollbooks 2022 (POLLB) (#0003)

Project Description: The Pollbook Project is for the procurement and implementation of a new pollbook system in time for the 2024 Gubernatorial elections. The Pollbook Project will require the procurement, testing and implementation of a commercial off-the-shelf (COTS) solution to verify voter registration, confirm precinct location and issue ballots. In addition to the Pollbook solution itself, scope will include equipment, supplies and services needed for implementation, decommissioning and disposal of the existing legacy pollbook system.

Project Status: The Pollbook project was able to complete the procurement process with contract award approval scheduled for early January 2022. The Pollbook team has completed the re-baseline process and will begin the software development activities upon award, to address Motor Vehicle Administration updates, Nonvisual Access accommodations, and Same Day Registration requirements. SBE has decided to implement the new pollbook solution for the 2024 elections, over the 2022 elections. This schedule change was recommended given the timing of the award, solutions require a significant amount of development to meet Maryland’s unique, centralized election administration structure, same day registration requirements, and identified nonvisual access (NVA) deficiencies.

Known / Anticipated Schedule Changes: The Pollbook project is in process of completing its rebaseline activities to support the 2024 Primary election cycle.

Known / Anticipated Cost Changes: SBE is projecting a reduction in implementation costs of approximately \$7.5M.

Known / Anticipated Scope Changes: The new pollbook now includes scope to address motor vehicle administration updates (per legislation), non-visual access requirements, and same day registration.

Risk Assessment: Changes in the election law or means of voting may require system functionality changes not originally planned. As the deployment date for the project has shifted to the 2024 election cycle, the project team will continue to monitor legislative changes that may impact future elections.

Portfolio Review / Health Assessment Held: 11/23/2021

IV&V Assessments Initiated: None

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: Access to building/towers for the installation of equipment and hospital leadership review and approval has improved. This allows for the majority of the project installations to be completed or near completion. Phase 2 verification access paths for hospitals is complete. The team determined that a contract modification would better serve and be more cost efficient in addressing the Phase 2 tower remediations needed and is targeted to be completed before the end of Q3 FY22. Work has begun on Phase 3 and the team will continue to navigate the challenges that have arisen from the Covid 19 pandemic in completing the project.

Known / Anticipated Schedule Changes: The project anticipates no more than a six month delay in the completion of the project due to the prior limited hospital access.

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: 11/23/2021

IV&V Assessments Initiated: None

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

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.

Project Status: The project continues to enhance the system to better support the functionality and efficiency. This includes improvements to Air Emission interfaces, wetlands screening, permitting systems, and ETS Agency Interest (AI) search functionality for all users across the agency. The project also focused on reporting aspects, building Power BI functionality for EPTSM to meet MDE’s changing needs. In addition the team is developing a new letter generating system to fully support the improvements made and the additional letters needed. This project is anticipated for MITDP closure in Q4 FY22.

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: 11/23/2021

IV&V Assessments Initiated: None

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

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

Project Status: The project team successfully established user acceptance testing (UAT) and the production environment to support the December 6th go live. Virtual training completed in November 2021, with video recording and instruction manuals to support users post deployment. The project team will monitor the new system for warranty items for three months and complete O&M support in December 2022. The team has planned enhancements to the accreditation, inspection certificates, enforcement, and administration during the O&M phase of the project. LCRA project is anticipated to close in Q2 FY23.

Known / Anticipated Schedule Changes: The deployment was delayed by 45 days due to delay in the environment set up.

Known / Anticipated Cost Changes: The project incurred an increased cost of \$150,000 due to deployment delay.

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: 11/23/2021

IV&V Assessments Initiated: None

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

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

Project Status: The project continues to make progress and support the partial vendor data release in production. The project is working through the remaining vendor data issues discovered during the development work for the release. This release was originally scheduled to deploy in early Q2. The single release has been separated into three sub-releases which will deploy independently in late Q2, Q3, and Q4. The project continues to work through the data conversion tasks. The build is complete, but the data validation tasks continue and is scheduled to release in Q3. The organizational change team has established an outreach network and provides monthly meetings to stakeholders regarding upcoming functionality.

Known / Anticipated Schedule Changes: The project's schedule will change after the impact assessment of the vendor data release is completed. The impact may change the final deployment date of eMMA procure to pay release. In parallel with the present vendor data release activities, the project is developing a prototype for the final release for procure-to-pay.

Known / Anticipated Cost Changes: The project is reviewing impacts from the vendor data release and assessing if costs will change.

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

Risk Assessment: The project still lacks a fully integrated project schedule which aligns with the current roadmap. Additionally, lack of project process adherence has led to issues identifying and recording requirements effectively.

Portfolio Review / Health Assessment Held: 11/23/2021

IV&V Assessments Initiated: Q2 FY21

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

Project Description: The project plans to procure and implement a web-based and full lifecycle Enterprise Grants Management System (EGMS). Agencies are currently using a variety of manual processes across a number of siloed systems. The Governor's Grants Office (GGO) interactions with state agencies, local governments, and the public reveal an interest and need for a statewide centralized grants management system to manage all grants through their full lifecycle within the State. The proposed system would standardize and streamline grants processes during identification, application, award management, monitoring, and reporting phases. The EGMS would also ensure compliance with Federal guidelines and State reporting requirements.

Project Status: GGO did not receive a contract award approval from the Board of Public Works (BPW) in December and therefore will need to re-release a solicitation, further delaying the project's implementation progress. The project team is working to develop and release the new RFP in Q3 FY22. The project continues to gather requirements from participating State agencies, analyze system integration requirements, and develop a product backlog.

Known / Anticipated Schedule Changes: The project will re-baseline its schedule in Q3 FY22 as it plans to re-solicit for an EGMS 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: 11/23/2021

IV&V Assessments Initiated: None

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

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

Project Status: The agency continues work on a revised RFP. Delays in publication of the RFP continue to push the implementation dates into the future. The project is expected to submit a rebaseline request in FY22 to account for these project delays.

Known / Anticipated Schedule Changes: Due to the cancellation of the procurement, the EHR system implementation start has shifted. A schedule rebaseline is anticipated in FY22.

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: 11/23/2021

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 expand the Medicaid home and community-based programs under various MDH programs and offices.

Project Status: The LTSSMaryland Project continues to perform according to plan. In August, the BPW approved a \$36.8M increase in spending authority to increase the number of concurrent development work teams enabling the execution of authorized new projects and the required enhancements to functions already in service, while maintaining the approved program schedule. The interface between LTSSMaryland Eligibility and Enrollment (E&E) functions and the MD THINK system is operational and in service statewide. Discussions regarding feasibility of, and requirements for, an LTSSMaryland Migration to AWS Hosting by MD THINK are under way. The replatforming the LTSSMaryland database to SQL Server is complete. Development has begun in a joint project between MDH and MSDE to establish Electronic Visit Verification (EVV) billing and reporting services for Autism Waiver services. EVV and Non-EVV billing for Brain Injury Waiver Plans are completed and work is being initiated to insource all billing functions for Brain Injury waiver services into LTSSMaryland, including the establishment of EVV billing capability. Development of a CMS Required GPS capability for LTSSMaryland EVV billing is underway. Progress continues in the two-stage integration of Model Waiver and Early Periodic Screening Diagnosis and Treatment (EPSDT) Nursing Services functionality into LTSSMaryland. The Case management component is on track for a summer 2022 release and the billing component will follow in January 2023.

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: 11/23/2021

IV&V Assessments Initiated: 11/6/2013

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

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

Project Status: The DoIT OneStop Portal vendor recently completed an assessment of all medical boards and will provide a Rough Order of Magnitude (ROM) document to MDH for review. The ROM will include both estimated timeframe and cost for the entire ELMS. The next steps include identifying funding source(s) as well as which medical boards will be slated to be modernized first.

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

Known / Anticipated Cost Changes: For work to initiate in FY22 the agency will need to identify a source of funding. The project will need to rebaseline for cost once a spend plan is assembled.

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

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

Portfolio Review / Health Assessment Held: 11/23/2021

IV&V Assessments Initiated: None

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

Project Description: The current legacy MMIS installed in 1995, has exceeded its life cycle, is technologically out-of-date, increasingly expensive to operate, and exceedingly difficult to support. MDH intends to replace the existing system with a new modular MMIS, namely the Medicaid Enterprise Systems Modular Transformation (MMT) Project. The MMT modules include Customer Relationship Management (CRM) which is currently and henceforth referred to as Business Process Re-Engineering (BPR), Decision Support System (DSS)/Data Warehouse (DW), Pharmacy Point-of-Sale, Electronic Claims Management System (POSECMS), Behavioral Health Administrative Services (BHASO), TierPoint Migration of EDITPS, MDTHINK migration of eMedicaid, Provider Management Module (PMM), Financial Management, Electronic Document Management System (EDMS), Enterprise Security, Surveillance and Utilization Review Subsystem (SURS), the No Wrong Door project integrating application transfers between MHC and E&E, EDI gateway replacement, CMS Interoperability, Utilization Control Agent (UCA), Non Emergency Medical Transportation (NEMT) and Core MMIS.

Project Status: The MMT program continues its first four modules in progress of implementation Behavioral Health ASO, PharmacyPOS, Interoperability Rule, and the Department of Recoveries and Financial Services (DRAFS). The Behavioral Health ASO, PharmacyPOS, and DRAFS modules each face challenges. Go-To-Green (GTG) plans for each area are in place and are progressing. The Interoperability Rule effort was the first in the nation to publish, not only the Provider Directory API, but also the Patient Access API on schedule and in compliance with a CMS mandate. The Surveillance and Utilization Review Subsystem (SURS) module procurement completed, received BPW approval, and will kick off in January 2022, thus becoming the fifth MMT module under development. The Utilization Control Agent (UCA) RFP was released and several pre-proposal conferences were held to improve broader market response to the solicitation. The next MMT program modules on the roadmap include the Dental ASO, Non-Emergency Medical Transportation (NEMT) services, Provider Management Module (PMM) and Decision Support System (DSS)/Data Warehouse (DW).

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

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

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

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

Portfolio Review / Health Assessment Held: 11/23/2021

IV&V Assessments Initiated: 04/2020

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 pilot program for obtaining birth certificate documents at an MVA location to support the REAL ID license program has successfully added an additional site (Essex MVA branch) and will continue to expand to more sites. The Legacy Birth system continues to operate successfully on the MD THINK platform, thus protecting the State from the catastrophic failure of the legacy birth system. Likewise the Legacy Death is being replicated to run on the MD THINK platform; its Java version, and login/security have been updated to be compatible with MD THINK. System testing continues on schedule and the launch of use on the stable cloud environment is anticipated early Q3 FY22. Development of the new birth and work order management system (certificates issuance system) continues.

Known / Anticipated Schedule Changes: The schedule will be rebaselined accounting for the federal grant and associated new scope.

Known / Anticipated Cost Changes: The project cost will be rebaselined to account for the additional funding and costs associated with the federal grant and new scope.

Known / Anticipated Scope Changes: VRRS was awarded a federal grant to add scope to support enhanced reporting and data access for federal agencies. The project scope will be rebaselined to account for the federal grant requested features and capabilities.

Risk Assessment: Potential failure of the legacy death system remains a high risk due to the antiquity of the software and hardware. The agency is executing the mitigation strategy by migrating the software to MD THINK as quickly as possible.

Portfolio Review / Health Assessment Held: 11/23/2021

IV&V Assessments Initiated: None

Health: Migrate MDH HQ Data Center to the Cloud (CLOUD) (#A808)

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 a private data center (TierPoint). 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. This MITDP scope was re-baselined in FY21 to include the Website Modernization effort. The additional scope includes review of the current SharePoint 2010 website for interim enhancements; build new SharePoint 2019 production, test, and development environments in AWS; and develop a new, modern MDH website.

Project Status: MDH completed, on schedule, the movement of the business unit physical servers from the headquarters building to Tierpoint BWI and the removal and surplus of all business unit hardware and racks from the HQ datacenter. MDH completed the migration of the MDH website and the EDITPS program to new load balancers, thus providing a high-performance resilient experience for the residents of Maryland. Work to install and configure the software and services necessary to improve the failover capabilities between the primary and backup sites have begun. Regarding the Web Modernization scope, the MDH website successfully moved from the outdated SharePoint 2010 to SharePoint 2019. The migration has improved equitable access to Marylanders by creating a modernized website that functions as the hub for health information, services, resources, licensing and training. A Website Governance Policy was drafted along with a new training program for staff to ensure the MDH website remains controlled and current.

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: 11/23/2021

IV&V Assessments Initiated: None

Health: COVID-LINK - Supporting Technology for Contact Tracing (COVIDLINK) (#A811)

Project Description: In response to the COVID-19 pandemic, Governor Hogan unveiled the “MARYLAND STRONG: A ROADMAP TO RECOVERY” plan, which includes “a robust contact tracing operation”. Contact tracing is the process by which health officials identify persons with infectious diseases and other persons with whom they have come in contact. In April 2020, the Maryland Department of Health (MDH) engaged the services of a contractor to develop and deliver a Salesforce application to support COVID-19 contact tracing. As indicated in the plan, the White House Coronavirus Task Force’s “State or Regional Gating Criteria” requires the “ability to test Syndromic/ILI-indicated persons for COVID and trace contacts of COVID+ results.” The guidance suggests that states “ensure sentinel surveillance sites are screening for asymptomatic cases and contacts for COVID+ results are traced (sites operate at locations that serve older individuals, lower-income Americans, racial minorities, and Native Americans).” (<https://www.whitehouse.gov/openingamerica/#criteria>) “We need an unprecedented and rapid scale-up of the public health workforce dedicated to case identification and contact tracing. Estimates vary as to how many workers are needed, depending on the size of the state and the true size of its outbreak (confirmed by diagnostic testing). Contact tracing is particularly resource intensive, and, as cases rise, more individuals will be needed to ensure comprehensive contact tracing of all confirmed cases can be done.” (https://www.centerforhealthsecurity.org/our-work/pubs_archive/pubs-pdfs/2020/200410-national-plan-to-contacttracing.pdf)

Project Status: CovidLink system implementation continues. During the reporting period the business identified further user stories and functionality required to ensure the system is robust and meets the business needs. The new stories and the required effort needed have generated the identification and need for additional work. One of the major areas of improvement during this reporting period include re-platforming the system to be more user centric. The new system supports over 900 active users, over 1M total "cases and possible contacts". The system has processed over 701,000 records, sent over 6M SMS and e-mail messages to constituents, and tracked and managed to resolution over 6,600 support tickets. Implementation is planned for finalization in June 2022 and should begin O&M through June 2023.

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: 11/23/2021

IV&V Assessments Initiated: None

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

Project Description: Maryland Department of Health (MDH) currently uses PBX-based telecom technology that is at the end of its life. MDH has a total of 5,500 phones in 18 facilities with 15 of those sites using end-of-life PBX systems. This project, when completed, will move the phones at all 18 sites to a hybrid VoIP base environment.	
Project Status: The VoIP project team engaged DoIT to identify a feasible VoIP solution for Hospital locations. A solicitation will be assembled to acquire a VoIP solution for the state run hospitals. The project is in planning stages to determine VoIP solutions for the MDH office building locations and will coordinate with DoIT on supporting this effort if feasible.	
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: 11/23/2021	IV&V Assessments Initiated: None

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

Project Description: Maryland Total Human Services Integrated Network (MD THINK) is a technological endeavor in the State of Maryland initiated in FY17 with Federal approval. Its purpose is to modernize and integrate multiple MD State health and human services targeted towards vulnerable citizens. The project is hosted by DHS and is founded on the notion of a shared technological platform for various web-based technology systems that enable access to Maryland’s health and human service programs. The platform will be hosted on a cloud service provided by Amazon Web Service (AWS) and will constitute a Shared Data Repository (SDR) for centralized storage and retrieval of consumer data. Health and human service delivery in the State of MD has historically been supported by stand-alone systems that minimally interface with other systems 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 Eligibility and Enrollment (E&E) system has completed all its deployment phases and was deployed statewide in November 2021. The Juvenile component of the Child, Juvenile, and Adult Management System (CJAMS) remains behind schedule from being deployed statewide and no estimated date has been provided at this time. The Child Support Management System (CSMS) is also behind schedule, with statewide deployment now planned for Q3 FY22. The “As-Needed” Advanced Planning Document (APD) update to secure funding for the Corrective Action Plan for the Center of Medicaid Services (CMS) to achieve a “No-wrong-door” objective was approved and the three agencies, Department of Human Services, Department of Health, and the Maryland Health Benefit Exchange are working collaboratively to complete the scope by Q1 FY23. A re-baseline effort to align the current activities with the planned scope and budget is in progress.

Known / Anticipated Schedule Changes: All remaining MD THINK subprograms are behind schedule.

Known / Anticipated Cost Changes: A re-baseline effort is in progress to reflect the updated spend for FY22.

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

Risk Assessment: Obtaining the federal certification for the Child Support Management System within the current fiscal year remains high. MD THINK must also ensure a transition plan is available after deploying all applications statewide and entering the Operations and Maintenance phase.

Portfolio Review / Health Assessment Held: 11/23/2021

IV&V Assessments Initiated: 5/22/2018

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

Project Status: The rollover for the system that contains ITPR submissions (PRISM) was completed in early July and subsequently opened for agency submissions for FY23 requests. PRISM enhancements continue for FY22 with the kick off and requirements planning for the development of dashboards for ITPRs and system audit trails/logs leveraging Splunk. The team also is ensuring additional guidance is provided in the system for user knowledge. ESPI planning activities in FY22 remain under evaluation with the review of intake tickets to 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: Given that the oversight of Major IT programs, to include IT Project Requests (ITPR's), is critical per Maryland Statute, it is imperative sponsorship for operations, maintenance and enhancements continues in order to proceed with system functionality development. There is also a statutory requirement to respond to any OLA findings, which in turn requires the receipt and expenditure of funds.

Portfolio Review / Health Assessment Held: 11/23/2021

IV&V Assessments Initiated: None

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

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

Project Status: The Voice and Data Modernization (VDM) Project is nearing some key milestones in FY22. In the first two quarters over 20 locations and 2,000 phones have been migrated to the enterprise VoIP system. The last DHS locations outside of multi-service centers are in the migration process, and the project is on track to migrate all DHS locations by the end of the fiscal year. Along similar lines, the last Department of Labor facility of the project is in the process of being migrated. Once the migration of Labor staff at 500 N. Calvert Street occurs in conjunction with their relocation to 1100 N. Eutaw, all Labor locations will be operating on the VoIP platform. The project team continues to optimize processes to maintain schedule and financial targets. The accelerated pace of migrations, which started in Q4 FY20, is expected to continue through Q3 and Q4 FY22.

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 a global shortage of computer chips that has created long lead times for equipment required by the project. A number of strategies have been implemented to account for these lead times and maintain the project schedule. At this time the schedule has not been affected by the chip shortage, but if the situation worsens it may take longer to complete the project, or the scope may need to be adjusted.

Portfolio Review / Health Assessment Held: 11/23/2021

IV&V Assessments Initiated: None

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

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

Project Status: The project has completed the primary implementation, upgrading the network Maryland backbone to 100GB. The timeline extension to include redundancy on the eastern shore ring was planned to complete in December. Due to unforeseen delays in procurement the eastern shore redundancy is not complete. The fiber installation is in place but the equipment purchase is still pending. After the equipment is received the configuration should take approximately 30 days.

Known / Anticipated Schedule Changes: The final piece of the implementation is planned to complete in February.

Known / Anticipated Cost Changes: The project spending is under the target due to delays. Once the procurement issues are resolved, spending will resume as planned.

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

Risk Assessment: The procurement risk is currently impacting the project. Equipment needed to complete the eastern shore redundancy are delayed. There is no known timeline for resolution.

Portfolio Review / Health Assessment Held: 11/23/2021

IV&V Assessments Initiated: None

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

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

Project Status: The OneStop Portal continues to expand and onboard additional programs and agencies. In the past six months, seven agencies (MHEC, MSDE, DSP, DHCD, MDA, DGS, MDoA), with 15 applications, were added and have received over 18,000 online submissions. The continuous adoption and interest received from state agencies to onboard more applications to the platform is favorable. In collaboration with NIC and the State Treasurer's Office, the MDA project is working through payment gateway issues. Additionally, the MDA work order remains unfinished and the team is working with DoIT to finalize the remaining terms regarding the payment schedule. Discussions regarding the eLMo project scope have made some progress. However, the team has still not agreed on a path forward. Future discussions are anticipated in Q3 FY22.

Known / Anticipated Schedule Changes: No known or anticipated schedule changes at this time for the OneStop Core effort. Discussions have resumed for the eLMo project. After next steps are established, a new schedule will be produced.

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 eLMo project is still at risk. Discussions have taken place during Q2 and a path forward is anticipated in Q3 after the scope is finalized. The project has yet to determine operational maintenance costs.

Portfolio Review / Health Assessment Held: 11/23/2021

IV&V Assessments Initiated: None

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

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

Project Status: The BPW approved the award package in October 2021. The agency held a kick-off meeting in November 2021 to commence the discovery and requirements gathering/analysis phase. The project team plans to begin system implementation in Q4 FY22.

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: 11/23/2021

IV&V Assessments Initiated: None

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

Project Description: The Maryland Department of Labor (MDL) Maryland Workforce Exchange (MWE) System Replacement team plans to procure and implement a solution that will expand on current MWE system capabilities and further 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, deploy web and mobile computing technologies, and provide enhanced capabilities that enable external and internal customers to perform relevant duties around case management, while meeting all Federal and State requirements.

Project Status: The BPW approved the MWE award package in October 2021 and the agency held a kick-off meeting with the vendor in November 2021 to commence implementation planning. System implementation will primarily involve upgrading the MWE system from Version 20 to 21, including two new additional modules, namely, VOS Job Fair and VOS Meets. The upgraded version will also have interface capabilities with Salesforce. The project is planning for system go-live in Q3 FY22.

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: 11/23/2021

IV&V Assessments Initiated: None

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

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.

Project Status: The project is now in the operations and maintenance phase addressing bug fixes, defects, and enhancements.

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: 11/23/2021

IV&V Assessments Initiated: 7/17/2017 (completed 12/31/18)

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 be connected to a central monitor and control system (CMCS) owned or leased by the state. The goal of this project is to provide a CMCS and all associated system infrastructure, as well as a full suite of reporting tools, for VLT facility and Agency use. Gaming provides a large revenue stream for the State of Maryland and demands a monitoring and control system with a high level of operational integrity. The system is also needed to provide the public with confidence and trust in the credibility and integrity of gaming operations in the state.</p>	
<p>Project Status: VLT completed a successful implementation in October 2021, deploying the new system in September and decommissioning the legacy system in October. The team adjusted the deployment schedule with hardware delivery challenges and to allow for full system parallel testing. This change in approach helped mitigate any interruptions in data reporting needed to confirm casino transactions.</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: 11/23/2021</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 rigid and cannot be adapted to fulfill new business needs. The new CMMS will be web-based, eliminating miscellaneous ways of tracking case information. Data exchange with other applications will be integrated, as will the ability to interact with current applications. New capabilities, such as tracking physical files, improved document management, and legal conflict checking will be supported. System design will focus on supporting, adapting, and simplifying OAG's business processes.

Project Status: The project developed core functionality for the Civil Division and continues to roll out the system to remaining departments. The Medicaid Fraud Control Unit (MFCU) and Criminal Division systems are online, and the agency continues to gather feedback from users. Development of the Consumer Protection system is ongoing, with plans to complete implementation by Q4 FY22.

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: 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. Additionally, schedule slippage is likely as the agency's IT resource constraints continue to impact system development and roll-out timelines

Portfolio Review / Health Assessment Held: 11/23/2021

IV&V Assessments Initiated: None

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

Project Description: The Office of Public Defender (OPD) is customizing and deploying E-Defender, a module of Journal Technologies Incorporated's (JTI) COTS legal case management application. It is a web-based application that leverages Microsoft SQL Server technologies, and an application that is being tailored to meet OPD's business and technical requirements. The Department is also assessing technical feasibility to consolidate and integrate other case management related workflows and legacy applications, such as word processing, mail, calendaring, reporting, and inter-application data exchange processes with E-Defender.

Project Status: All district and division case management features/workflows are complete and operational in production. The team continues to make progress in the development of the Portal interface and Maryland Electronic Courts (MDEC) integration. In Q2 FY22, the project commenced training and transitioning Tier 1 support to OPD staff. The agency plans to complete system implementation and move into the Operations & Maintenance (O&M) phase in Q4 FY22.

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: 11/23/2021

IV&V Assessments Initiated: None

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 completed Phase 1 which digitized forms for park passes, aquaculture leases, PIA requests, parking citations, vessels and boating, and forestry. User Acceptance Testing has completed for all forms and migrated to production with the exception of vessels and boating registration. To avoid double entry and the department to maintain two systems, vessels and boating forms will be delayed until after the payment gateway is completed during Phase 2 of the project. A training plan has been established to provide users with instructor led video teleconferencing. The Phase 2 roadmap plans to extend the platform to include eCommerce and integration with the current legacy system. The integration will be temporary to aid the migration and external system integration efforts. The new project completion is planned for FY24 with FY25 needed for O&M.

Known / Anticipated Schedule Changes: The project cost will likely increase as a result of shifting development work out to FY24.

Known / Anticipated Cost Changes: The roadmap has changed adding development work into FY24 and pushing O&M to FY25.

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

Risk Assessment: Organizational change and aversion to change is the biggest risk to the project. The project team is working to create more outreach and inclusion to the agency user community.

Portfolio Review / Health Assessment Held: 11/23/2021

IV&V Assessments Initiated: None

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

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

Project Status: The project team completed its review of bids submitted in response to its RFP for a Drone Detection system. The agency adjusted the anticipated scope for the project and requested best and final offers (BAFO) of vendors. BAFOs were submitted and reviewed in Q2 FY22 and the agency anticipates submitting an award recommendation in Q3 FY22.

Known / Anticipated Schedule Changes: The project has been delayed due to competing agency procurements. DPSCS anticipates an award recommendation in Q3 FY22.

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: 11/23/2021

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 and 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's evaluation team completed technical reviews of submitted proposals. An amendment to the RFP was subsequently issued to change the deployment approach from an on-premise to a cloud-based deployment. Vendors resubmitted pricing and the project completed its review. The agency submitted its award recommendation to the Office of State Procurement for the subsequent BPW award 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: No project risks to report at this time.

Portfolio Review / Health Assessment Held: 11/23/2021

IV&V Assessments Initiated: None

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

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

Project Status: The implementation vendor is making progress towards achieving project planning and requirements related milestones. Central to this effort is the development of functional requirements documents. This details critical governance and technical specifications for a number of critical functions and work streams that include, but not limited to, Mental Health, Addiction Medicine, Vital Signs, along with other critical interface specification work related to the Offender Case Management System (OCMS) and Initial Medical and Mental IMMS Health Screening (IMMS) system.

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 risks not completing deliverables related to functional requirements documents on time. This is due to process complexity and clarity around intra-agency workflows, both of which could impact development and/or configuration activities.

Portfolio Review / Health Assessment Held: 11/23/2021

IV&V Assessments Initiated: None

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

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

Project Status: The ERP system has been fully installed on the Amazon Web Services cloud instance hosted and maintained by the vendor. The system has been fully configured for use throughout MCE's multiple headquarters and field divisions, completing the Phase I implementation of the system (Inventory Control, Purchasing, Accounts Payable, Accounts Receivable, and General Ledger). The agency has now entered into Phase II of the implementation, which includes user acceptance testing (UAT) and the expansion of functionality to include Shop Floor Control, Customer Relationship Management, and Order Estimating and Entry. The agency anticipates that all plant sites will be operational by Q3 FY22.

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: DPSCS must maintain the use of the legacy AS400 until the new solution is fully implemented. While MCE is aggressively deploying the SaaS solution, the project is pursuing a contract extension with the legacy application vendor to meet its business continuity requirements.

Portfolio Review / Health Assessment Held: 11/23/2021

IV&V Assessments Initiated: None

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

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

Project Status: The project team completed the deployment of all core modules of the application in Q1 FY22 and the production system is now being stabilized. Production enhancements were also made to the BadgeID subsystem in Q2 FY22 and these enhancements are being phased-in across multiple DPSCS jurisdictions. Once fully adopted, the project will transition to the operations and maintenance phase for a 12 month period, and the necessary project archive will be updated to reflect all required SDLC documentation needed for project closure.

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: 11/23/2021

IV&V Assessments Initiated: None

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

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

Project Status: The project team is currently evaluating bids submitted in response to its RFP. The agency is now reviewing responses to cure requests sent to vendors. The agency anticipates an award recommendation in Q3 FY22.

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: 11/23/2021

IV&V Assessments Initiated: None

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 project launched version 1 of the Employer Portal in Q2 FY22, allowing employers to make online contribution payments using ACH debit, and released version 1 of the Daily Payments module, which automates canceling and replacing a check payment. Furthermore, the project launched a new automated process for tax withholding forms. Additional features for Employer Portal and Daily Payment modules are currently under development and planned for release in Q3 FY22. The agency continues to evaluate technical proposals and proof of concepts for an identity proofing (ID) solution and is targeting to make an award decision in Q4 FY22.

Known / Anticipated Schedule Changes: ID proofing solution procurement is delayed with award anticipated in Q4 FY22.

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: 11/23/2021

IV&V Assessments Initiated: None

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

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

Project Status: With the implementation of the Professional Licensing (PLU) Portal in June 2021, the MDSP Automated Licensing and Registration Tracking System (ALRTS) automated an additional 10 application/permit types, reformatted data from Lotus Notes into a SQL database and made available in the Licensing Portal for historical purposes, and facilitated the decommissioning of the legacy Lotus Notes system previously used by the Professional Licensing Unit for the last 25 years. The project team started development of an automated Firearm Dealer Registration Portal and is on target to deliver this functionality by the end of FY22.

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: 11/23/2021

IV&V Assessments Initiated: None

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

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

Project Status: The project has established a process improvement plan and are steadily implementing the improvements in its implementation processes, work schedule management, resource management, project management processes, and budget management. A gap in ability to perform testing and track defects identified during the review process has been corrected with the implementation of a requirements collection and testing tool. Several issues with the project timeline and ability to test functionality have been identified during the rebaseline process. The issues are compounded by the number of vacant key positions within the agency which provides subject matter expertise to the project. The revised development schedule is based on the project team capacity and task granularity. As a result of the revisions, the development work will continue for an additional year and the deployment of the complete project scope is targeted for FY23, moving O&M to FY24.

Known / Anticipated Schedule Changes: The project has established a new schedule due to impacts from the COVID-19 response. A rebaseline request is in progress.

Known / Anticipated Cost Changes: The project is assessing if expected costs will change.

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

Risk Assessment: The project faces several risks as operational tasks take priority over project work and several key positions for the project are vacant. Additionally, the project timeline extension will push development past the period of performance of the current contract for implementation services.

Portfolio Review / Health Assessment Held: 11/23/2021

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: The project team continues to address post-production issues for System Integration Testing (SIT) and System Acceptance Testing (SAT) (Phases 1-3). All issues identified during the Functional Acceptance Testing (FAT) phase were closed in Q1 FY22. There are two contract modifications being finalized and will support the extension of the SIT and SAT. The completion of SAT and Operations and Maintenance phase is currently expected to complete in Q4 FY22.

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

Known / Anticipated Cost Changes: There are two contract modifications awaiting approval in Q3 FY22 for \$31M.

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: 11/23/2021

IV&V Assessments Initiated: None

Transportation: Motor Vehicle: Customer Connect (#0688)

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.

Project Status: The project team completed the last of the training in Q2 FY22 in preparation for Rollout 2, Driver Services, implementation in early December 2021. This rollout focuses on driver enforcement, issuance, investigations, and finance. The project will enter the Operations and Maintenance phase late Q2 FY22 and defects will be addressed, accordingly. The disaster recovery plan will be finalized in early Q3 FY22.

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: 11/23/2021

IV&V Assessments Initiated: None

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

Project Description: The purpose of the CIS project is to analyze the existing material and supplies inventory processes at MDOT SHA, supported by the Office of Finance, in order to develop a consolidated consumable inventory application. The CIS will replace an outdated system currently in use.	
Project Status: The project has been placed on hold due to COVID-19 budget-related impacts. Until further notice, the State Highway Administration (SHA) will not engage in any project activity and/or expend project funds without first consulting with the Department of Information Technology (DoIT). The next status update is scheduled Q3 FY22.	
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: 11/23/2021	IV&V Assessments Initiated: None

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 Maryland Transit Administration (MTA) issued a substantial completion letter to the contractor on October 19, 2021, initiating the Operations and Maintenance phase. The contractor is working on post-production items, which will be completed in Q3 FY22.

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: 11/23/2021

IV&V Assessments Initiated: None

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

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

Project Status: The project kick-off meeting for the Phase 1, Core System component was completed in Q2 FY22. The project team is working to complete the initial project deliverables (project charter, project management plan, and program schedule). The soft deployment is targeted for Q4 FY23, which will include basic back-office functionality including TVMs, faregates, consumer website and validators on buses and light rail platforms. There are three remaining phases within the Next Generation Fare System MITDP still in the procurement phase: a) Farebox System Replacement b) Retail Sales Outlets and Distribution, and c) Mobile Application. The proposals for Farebox System Replacement were received November 5, 2021 while the Retail Network and Mobile Application RFPs are nearing completion and expected to be published in early Q3 FY22. Subsequent project implementation plans include the Retail Network in Q3 FY24, Farebox installation on buses in Q4 FY24, Mobile Application in Q3 FY25 and full deployment of the Core Fare System in Q4 FY25.

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: 11/23/2021

IV&V Assessments Initiated: None

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

Project Description: The Enhanced Procurement Information Control System (EPICS) project, formerly submitted as Advanced Purchasing and Inventory Control System (AdPICS), will refactor the current Maryland Department of Transportation (MDOT) version of the AdPICS into a modern scalable web-based application. MDOT will migrate the applications from the current legacy mainframe hardware to the MDOT hosted distributed server environment. Moving to the current technology will enhance user experience and gain workplace efficiencies through added functionality.

Project Status: The project team completed the transformation and automation tasks in Q2 FY22, while also completing two rounds of user demos. The plan is to roll-out the Enhanced App for Excluded Entity Check by the end of November 2021. The User Experience Design (UX)/User Interface Design (UI) modernization wireframes for the updated ADPICS application screens and mock ups of the wireframes with visual styling were completed in Q2 FY22. Performance testing for refactoring began in Q2 FY22 with user acceptance testing and end-to-end testing starting in Q3 FY22. System go-live is planned for Q4 FY22.

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: 11/23/2021

IV&V Assessments Initiated: None

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

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

Project Status: MTA onboarded the majority of project resources in Q2 FY22. Sourcing and interviewing for developers is still underway. The kick off meeting is planned for early Q3 FY22 and requirements gathering will commence at the same time.

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: 11/23/2021

IV&V Assessments Initiated: None

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

Project Description: The WCC’s Enterprise modernization (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.

Project Status: The WCC team completed the deployment of the Claims module and a number of modules supporting the hearing related hearings process. The team is completing the work on the docketing and scheduling module, the conduct hearing module, as well as some requested functionality changes. The team is on target for Release 1 in Q3 FY22. This deployment will address hearing related processes, non-claims, and self-insurance/insurance compliance.

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: 11/23/2021

IV&V Assessments Initiated: None



Larry Hogan | Governor
Boyd K. Rutherford | Lt. Governor
Michael G. Leahy | Secretary
Lance Schine | Deputy Secretary

END OF REPORT






FY22 MITDP Mid Year report_DoIT_for signature

Final Audit Report

2022-01-18

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