



**DEPARTMENT OF PUBLIC SAFETY  
AND CORRECTIONAL SERVICES**

**MAJOR INFORMATION TECHNOLOGY DEVELOPMENT PROJECTS**

**September 2023**

**Governor Wes Moore  
Lt. Governor Aruna Miller  
Secretary Carolyn J. Scruggs**

## INTRODUCTION

The Budget Committees included the following committee narrative and reporting requirement on page 155 of the 2023 Joint Chairmen’s Report requesting the Department submit a report on the Major Information Technology Development Projects. The reporting language states:

**Report on Major Information Technology Development Projects (MITDP)** The committees are concerned with the frequent delays, vendor quality concerns, and lack of progress on completing critical MITDPs. The committees request a report, due September 15, 2023, providing an update on each MITDP, including major milestones reached, cost changes, timeline changes, and an explanation of issues.

## OVERVIEW

The Department of Information Technology (DoIT) is responsible for overseeing the planning and implementation of all Major Information Technology Development Projects (MITDPs) regardless of fund source. Each MITDP is assigned a DoIT Oversight Project Manager (OPM) to fulfill the responsibilities of the State Finance and Procurement Statute. The role of the DoIT OPM is to provide independent project management oversight.

The Department of Public Safety and Correctional Services (DPSCS), Information Technology and Communications Division (ITCD) serves as the subject matter expert providing input to the OPM. The OPM participates in DPSCS-initiated Monthly Health Assessments (MHA) throughout the life cycle of each MITDP. MHAs provide real-time technical and financial assessments of the MITDPs while providing live project status updates.

## MITDP PROGRESS

List and describe each MITDP, including major milestones reached, cost changes, timeline changes, and an explanation of issues. The DPSCS projects are described below.

### I. Computerized Criminal History (CCH) Project

#### A. *Status (FY24):*

DoIT and the Office of State Procurement (OSP) completed a revised RFP review in Q4 FY 2022, and a solicitation was reissued by the Department in Q1 FY 2023. DPSCS awaits activity from Procurement in order to proceed, who anticipates submitting the award package for Board of Public Works (BPW) approval in Q2 FY 2024.

### II. Electronic Patient Health Records (EPHR) Project

#### A. *Background:*

DPSCS is in the process of replacing the outdated EPHR with a new and more robust system. The application will provide DPSCS with an automated Electronic Medication Administration Records (EMAR) system including a scheduling system that interfaces with internal systems and external vendors. The new system will comply with legal requirements as outlined in the *Duvall v Moore* 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.

DPSCS is actively working with NextGen to enhance the legacy application to meet the legal requirements as set forth in the ‘Duvall vs. Moore’ consent decree. DPSCS is mandated by law to comply with a number of requirements to avoid costly penalties, including:

1. Process Improvement
2. Training
3. System Improvements
4. Enhanced Reporting

**B. Status (FY24):**

In conjunction with efforts to enhance the legacy application, a new solicitation is being updated with an estimated reissuance in Q4 FY24 (The Department will submit additional funding requests once the solicitation process is restarted, in line with mandated Information Technology Project Request (ITPR) submission process requirements).

1. In line with this rebaseline, the DPSCS has scheduled the following activities:

<b>Milestone Description</b>	<b>Original Completion Date</b>	<b>Rebaseline Completion Date</b>
Pre-planning (planned to deliver)	1/31/2019	10/1/2023
Gather Requirements and procurement (planned to deliver)	12/31/2020	12/31/2023
Planned Vendor Kick-off (planned to deliver)	1/15/2021	12/31/2024
Data Migration Planning and Processing (planned to deliver)	9/30/2021	6/30/2025
Development and Integration (planned to deliver)	3/31/2022	3/31/2026
Testing (planned to deliver)	8/31/2022	9/30/2026

Training (planned to deliver)	10/31/2022	1/31/2027
Data Synchronization and Final Implementation (planned to deliver)	1/31/2023	4/30/2027

### III. Learning Management System Replacement (LMSR) Project Status

#### A. *Background:*

The DPSCS Police and Correctional Training Commission (PCTC) is in the process of implementing a new LMSR. PCTC provides regulatory oversight of entry-level training, ongoing in-service training, and certification of the sworn public safety professionals in the State. The new LMSR will replace the legacy system that has serviced public safety professionals for the last 20 years. The new system will track public safety professionals' 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.

#### B. *Status (FY24):*

DPSCS is in the final stage of awarding this contract with a targeted BPW submission of Q2 FY24

### IV. DRONE Project Status

#### A. *Background:*

DPSCS is implementing a drone detection system to mitigate unlawful entry of contraband into State correctional facilities. 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.

#### B. *Status (FY24):*

The Drone Project has completed 5 of 6 site installations of the designated pilot correctional facilities. The remaining site is scheduled for installation during Q2 FY24.

### V. Maryland Automated Fingerprinting Identification System (MAFIS) Project Status

#### A. *Background:*

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.

B. *Status (FY24):*

This project is fully implemented

VI. Enterprise Resource Planning Program (ERP) Project Status

A. *Background:*

The Maryland Correctional Enterprises (MCE) replaced its legacy application with a new Enterprise Resource Planning (ERP) solution. The ERP automates manual processes that currently lead to delays in account payables, account receivables, and other financial workstreams. The new application provides 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.

B. *Status (FY24):*

This project is fully implemented