

Current IT Projects

What is an "IT Project"?

Below is a sample of a few of the Information Technology (IT) projects currently being managed by the Department of Technology and Information (DTI). DTI's dedicated staff of project managers, with a cumulative experience of over 250 years in the Information Technology field, supports DTI's customer Agencies by leading resources to achieve completion of Agency IT initiatives. These projects are temporary group activities designed to produce a unique IT product, service or result whose origins can be traced to the customer Agency's primary mission to serve the public:

If you have any questions, please contact the Project Portfolio Management Team.



Department of Technology and Information / DTI Mainframe InfoPrint Upgrade
#1705266 (1705266)

Project Description: This project is to upgrade all the State of Delaware mainframe printers that utilize InfoPrint, as well as ensure all mainframe printers not currently using InfoPrint are migrated to InfoPrint.

Current Status: Currently, this project is moving forward, but slowly. There are hundreds of printers that are governed by Courts, DOJ, and DELJIS where the print for these printers are intertwined with all three agencies. DTI continues to work with all the agencies involved to upgrade their printers to the current version of InfoPrint.

Expected Completion Date: 1st Quarter, 2019



Department of Technology and Information / Microsoft Office 365 Enterprise Implementation (1805904)

Project Description: The project establishes a statewide implementation of Microsoft Office 365 for email and productivity tools to replace existing on-premises solutions. Future phases will explore the other O365 tools and services available. This effort helps enforce standardization and licensing compliance, provides better cost predictability and support. Adoption also enhances workforce mobility, while reducing the email/file server footprint in the State datacenter. The project planning phase was completed, followed by a change to the state's domain for email accounts from @state.de.us to @delaware.gov in the on-premises Exchange email solution prior to migration to the Microsoft 365 Exchange Online cloud solution. The next phase focuses on meeting with agencies to assess readiness and plan migrations and deployment.

Current Status: The project is in midst of a pilot with 373 DTI resources undergoing wave migrations of email accounts from on-premises Exchange to Exchange Online and installation of the Office Pro Plus applications. The technical team is assessing agency readiness for Office 365 deployment. Organizational Change Management (OCM) is working with change liaisons in each agency, engaging them in monthly readiness tasks that began with identifying their agency's impacts and moving toward planning of each agency's participation in the enterprise rollout.

Expected Completion Date: 3rd Quarter, 2019 (and ongoing)



Department of Technology and Information / DTI Migrate Abnormal Events to ServiceNow (1705573)

Project Description: The reporting of Abnormal Events, (Outages, Incidents and Changes) will be modernized. The current process uses multiple applications and platforms. This project takes advantage of the ServiceNow platform and utilizes best practices for integrating communication to all subscribed users.

Current Status: The team has started to work on the Proof of Concept and Outage module that will be the basis for the new Abnormal Events application. The program will be a part of ServiceNow and the final version will replace three separate programs allowing for better event integration and communication. Currently there is a programming freeze while the ServiceNow environment is upgraded. The Proof of Concept will be re-tested in the new environment with eventual rollout in the second quarter of 2019.

Expected Completion Date: 2nd Quarter, 2019



Fire Prevention Commission / Fire Marshal ILS, Epermit, Quality Assurance Program (QAP) Single Solution Salesforce (1503462)

Project Description: The project is to develop a single source solution that will combine three applications, ePermits, Quality Assurance Program (QAP), and Incident Logging System (ILS), into one convenient, easy-to-use solution to perform day-to-day Fire Prevention agency operations.

Current Status: The Fire Marshal's new application (Fire Marshal Information System) is completed. Training was completed and the application will go-live was 9/11/2018. The Fire Marshal's office (all divisions) has been successfully using the new application and the project is now closed.

Completion Date: 3rd Quarter, 2018



Department of State / Business One Stop Registration and Licensing System Replacement (1503943)

Project Description: This project will replace and modernize the current business one stop solution that is 12+ years old and the slightly newer business license renewal solution. The new solution will serve as a Public front end and will interface with the Division of Revenue, the Department of Labor - Workers Compensation and Unemployment Insurance units and provide a vehicle to prepare forms for the Department of State's Division of Corporations. It will also have a revamped informational website tie-in to assist the public to prepare for using the new solution.

Current Status: The vendor is working through items flagged in the initial round of user acceptance testing as well as a change order for additional identified modifications that were not in the original planning documents. The second round of user acceptance and regression testing began in early February and is scheduled to go through mid-March. Once the second round of user acceptance testing is complete, training and planning will be underway for production launch in the late spring/early summer timeframe.

Expected Completion Date: 2nd Quarter, 2019



Department of Natural Resources and Environmental Control / DNREC -
Electronic Content Management System (ECM) (1604558)

Project Description: This project, known as “DNREctory”, is the next phase of the vision to make environmental information available to 'anyone, anywhere, on any device.' The results of this phase will be an electronic repository, with many (currently) paper documents stored and available online.

Current Status: Working with selected vendor to build the electronic repository including centralized document/mail scanning and integration with the department FOIA process. Air Quality went live on March 4, 2019; implementation phase with the Climate, Coastal & Energy, Water, Waste & Hazardous, and Parks divisions is progressing. Implementation for the Fish & Wildlife division is beginning.

Expected Completion Date: 2nd Quarter, 2020



Department of Technology and Information / DTI Business Case Process
Replacement (1705594)

Project Description: DTI is in the process of moving to a more efficient business case process that better meets both agency and DTI needs. A two-day business case lean process review, held in September 2017 with five agency partners and DTI representatives, led to the development of the new process. Business case and associated requests will move to a DTI Portal built in ServiceNow. Project management, customer contracts, and other resource-related tasks will continue in the Project Portfolio System (PPS).

Current Status: The new Business Case process went live on November 19, 2018 with the launch of the Customer Portal aimed at improving the user experience in making requests from DTI. Five types of user requests were included in the initial launch: Business Case, Approval to Sign a Contract, Detailed Design Review, System Design Review and System Enhancement Request. Feedback on the new process has been positive. DTI rolled out some post-implementation updates at the end of January, 2019, and the project was closed in February 2019.

Completion Date: 1st Quarter, 2019



Department of Technology and Information / DTI ServiceNow Customer Portal (1806285)

Project Description: The Department of Technology and Information, DTI, provides technical support and services to all State agencies and employees. The DTI ServiceNow Customer Portal project will improve the customer experience when searching for and requesting services via the State intranet.

Current Status: The DTI ServiceNow Customer Portal Project is in the Build phase with phased implementations planned throughout 2019.

Expected Completion Date: 2nd Quarter, 2019



Department of Natural Resources and Environmental Control / Energy Grant Management System (1604550)

Project Description: DNREC – Division of Energy and Climate requires an application to manage the applications and grant requests for the Green Energy Fund (GEF) and the Energy Efficiency Investment Fund (EEIF). This project is to gather and document the requirements for such an application.

Current Status: The DTI Project Manager has been working with the DNREC Division of Energy to analyze and review different Grant Management solutions while documenting the business needs for the Energy Efficiency Investment Fund (EEIF), E2I and Green Energy Fund (GEF). The Division of Energy has identified a Grant Management product that will meet all of the requirements. A contract has been signed by the Division of Energy and is expected to be approved by DNREC Office of the Secretary shortly.

Expected Completion Date: 4th Quarter, 2018



Department of Health and Social Services / DPH Customer Relationship Management System (1705253)

Project Description: The goal of DPH Customer Relationship Management (CRM) System project is to configure and implement an enterprise-level application for the Division of Public Health (DPH) using Salesforce.com. The primary objective of the

CRM is to eliminate all disparate and program-specific database applications, implementing a single enterprise solution to manage, and generate reports from, all customer and program data. The current phase includes food establishment licensing and site inspection management, and certification management for individuals and firms approved for lead abatement and related renovations.

Current Status: Currently, the project team has implemented the Lead Abatement and Food Establishment modules of the new Salesforce CRM system. The final pieces of this project are the implementation of the community portal and the functional procedures that Public Health has commissioned. The community portal will allow individuals doing business with Public Health to monitor the progress of requested inspections, permits, certifications, etc.

Expected Completion Date: 2nd Quarter, 2019



Department of Natural Resources and Environmental Control / DNREC - ePermitting Licensing & Registration (BC0001160)

Project Description: DNREC seeks to replace most, if not all, of its permitting, licensing and registration applications with a dynamic and customer friendly portal. The solution will interface with online payment acceptance as well as compliance monitoring.

Current Status: DNREC's Project Manager continues to work with the selected vendor to build the permitting, licensing, and registration customer portal. Implementation phases will begin to be delivered starting late in 2019 and through early 2020 across multiple divisions including: Waste & Hazardous Substances, Public Affairs and Fish & Wildlife.

Expected Completion Date: 1st Quarter, 2020



Department of Natural Resources and Environmental Control / Energy & Climate Grant Management Solution (BC0001122)

Project Description: DNREC – Division of Energy and Climate requires an application to manage the applications and grant requests for the Green Energy Fund (GEF) and the Energy Efficiency Investment Fund (EEIF).

Current Status: The Division of Energy has contracted with a vendor to support implementing the chosen grant management solution. The DTI Project Manager has delivered the high-level requirements for the Energy Efficiency Investment Fund (EEIF), E2I and Green Energy Fund (GEF) grant programs and has met with the solution vendor to review and answer questions. The vendor plans to deliver a draft Statement of Work for the Division of Energy by mid-March.

Expected Completion Date: 3rd Quarter, 2019



Department of Natural Resources and Environmental Control /
Hazardous Substance Site Status Database Replacement (1402512)

Project Description: The DNREC Site Investigation and Restoration section uses the Site Status Database (SSD) application to manage the identification, evaluation and remediation of hazardous substance release sites within the state of Delaware. The Site Status Database Replacement project will provide a robust site management application and enhanced data model. The new application will provide the organization with increased efficiency, ease of use, and comprehensive data management.

Current Status: The Site Status Database Replacement project was implemented successfully on August 10, 2018; the project has closed.

Expected Completion Date: 3rd Quarter, 2018

Project status as of Tue Mar 05 2019