

Joint Technology Committee

December 5, 2022

Presenters:

Madison Murphy, Chief Operating Officer
Daniel Chase, Chief of Staff

IT Capital Request: Conveyances Database

The Department is requesting \$693,000 to fund enhancements to support the conveyance database system within the Division of Oil & Public Safety (OPS), an eight-year-old application that assists the Division in the regulation and enforcement of conveyance compliance and tracking all conveyances in the state.

- Enhancements to the system will provide much-needed reconfiguration and improved functionality to ensure accurate information, timely processing, workflow automation, and enhanced customer service. This will be accomplished by eliminating the plug-in from the existing application and updating the code to allow for an integrated workflow and process improvement. The existing plug-in system has additional licensing fees and limited technical support. The limited support leads to a lag in the resolution of system errors and issues.
- By consolidating to one application, the Department will remove the need for additional application licensing and resources, resulting in an overall increase in system efficiency. By removing the existing plug-in system and enhancing the application OPS will be able to reduce annual licensing costs from \$36,000 down to \$3,000.
- The Department will modernize the system by implementing a customizable commercial-off-the-shelf (COTS) system that will be able to keep pace with ever-changing technology.

IT Capital Request: Vocational Rehabilitation Case Management Modernization

The Department is requesting \$5,912,331 (\$1,259,327 in reappropriated funds and \$4,653,004 in federal spending authority) to fund a full replacement of its AWARE legacy case management system used by the Division of Vocational Rehabilitation (DVR) for vocational rehabilitation case management and vendor services. This ten-year-old system assists DVR in managing aspects of vocational rehabilitation service administration and tracking.

- The current system is aging and has been functionally the same for more than a decade. System changes are necessary for the Department to respond to the dynamic environment in which it operates; however, with the existing system, these changes require direct involvement from the vendor adding additional time and cost. The existing system does not support efficient business processes or collaboration between DVR, providers, partners, or people with disabilities receiving services from DVR.
- A modernized system will increase access to virtual services and reduce the time to be approved for assistance allowing DVR staff to more attentively serve those in need and be able to evaluate service providers more effectively and with more successful outcomes. Additionally, self-service portals will streamline vendor registration, reporting, and billing, increasing the quality of DVR's services overall.
- The Department will modernize the system by implementing a customizable commercial-off-the-shelf (COTS) system that is person-centric, flexible, and measures results for continuous improvement allowing DVR to keep pace with ever-changing WIOA and RSA requirements.

Contact Information

Caitlin Adams | Legislative Liaison
caitlin.e.adams@state.co.us
256.466.5935