



***ANNUAL INFORMATION
TECHNOLOGY PLAN
FISCAL YEAR 2015***

Department of Safety and Professional Services

March 2014

I Agency Overview

The Department of Safety and Professional Services (DSPS) is responsible for ensuring the safe and competent practice of licensed professionals in Wisconsin. The department also administers and enforces laws to assure safe and sanitary conditions in public and private buildings. It provides administrative services to the state occupational regulatory authorities responsible for regulation of occupations and offers policy assistance in such areas as evaluating and establishing new professional licensing programs, creating routine procedures for legal proceedings, and adjusting policies in response to public needs.

The Department licenses and regulates more than 200 different types of credentials. The agency also provides centralized administrative services to nearly 100 boards, councils, and advisory committees. The boards, councils, and advisory committees have varying levels of responsibility and professional oversight based on statutory provisions.

Administration and oversight of these activities is provided by five divisions and the Office of the Secretary:

- Division of Industry Services (DIS)
- Division of Legal Services and Compliance (DLSC)
- Division of Management Services (DMS)
- Division of Policy Development (DPD)
- Division of Professional Credential Processing (DPCP)

DSPS aligns the technical support of its business drivers with the IT application development and infrastructure support provided by the Department of Administration, Division of Enterprise Technology (DOA-DET). The following information technology objectives for FY15 will support DSPS business needs and goals, while reducing the cost of government and improving customer satisfaction.

- Modernize legacy IT systems

To meet new business strategies and goals, DSPS seeks to utilize collaboration, document management, and customer relationship management (CRM) tools, mobile technologies, and Commercial Off-the-Shelf (COTS) applications where feasible to address limitations of current legacy systems.

- Collaboration, CRM, and Document Management – DSPS will continue to expand the use of Microsoft SharePoint as one of its collaboration and workflow tools, mirroring the direction of DOA in its use of Microsoft technologies. SharePoint allows seamless sharing of information between agency Divisions, as well as with other State agencies and citizens. It also provides workflow capabilities and document management functionality that is lacking in many current agency applications. Documents, approvals, calendars, notifications,

and other functionality can be shared with DSPS board and council members, and the technology can be used as a foundation for customer service applications. In addition to SharePoint as a collaboration tool, Microsoft Dynamics CRM has been utilized within the On-Line Licensure Application System to help manage the interactions with applicants. As a development component, MS Dynamics provides a quick and effective jump-start to standard application development, and its functionality continues to grow. Expansion of these tools and continuing research into other document management and collaboration options is a focus for FY15.

- Mobility – With a large customer base needing access to agency applications and information, DSPS is moving to modernize its applications to allow mobile use, while at the same time continuing to protect its data assets. Working with DOA and as part of on-going legacy upgrades, DSPS will expand its use of mobile technologies to meet the growing expectations of customers to be able to access government from mobile devices.
- COTS Solutions – In an effort to provide modern, effective applications for its customer base, DSPS is looking into the purchase of commercially developed software to replace the aging legacy applications currently in use rather than developing alternatives in-house. Other states and government agencies provide licensing and credentialing services using vendor packages, providing benefits that include fully-tested code, state-of-the-art technologies, integration with SharePoint, CRM, and other software, and ongoing support; DSPS will continue to pursue these types of solutions in FY15 so that business solutions can be brought to bear more quickly, and without the need for wholesale custom development.
- Support the State’s Enterprise Resource Planning (ERP) “STAR” project to further enable DSPS agency integration into statewide enterprise operations.

The STAR system is a specific instance of COTS software that will be used to both modernize DSPS administrative functions and provide integration with state enterprise operations. A key DOA strategy that is fully supported by DSPS, this effort will improve the efficiency of systems and processes that support operations across the state enterprise. DOA is responsible for many of the central administrative program operations for the state such as payroll, personnel, procurement, budget and financial management, and each of these program operation areas will be deeply affected by the future implementation of an ERP system. DSPS also is directly affected because the ERP implementation will be targeted at modernizing most of the back-end systems that support ongoing DSPS business functions. During FY15 DSPS will continue to work with the STAR implementation team to assist the project in any manner requested. DSPS will also participate in the

identification and follow-up required for agency systems that are impacted or replaced by the pending ERP system.

This project will also include the implementation of a Business Intelligence tool. This tool will allow reporting for ERP, and possibly other DSPS program areas as appropriate.

- Use LEAN techniques to transform IT service management practices

The department seeks to foster a culture of continuous improvement in their services and programs through leadership and staff engagement, particularly through Lean projects. As such, LEAN Government, introduced by Governor Walker under Executive Order #66, will continue to be a major business driver for the Department in FY15. IT staff will be involved with LEAN projects to improve DSPS business processes and access to business data through changes in their applications.

- Utilize Application Portfolio Management (APM) to assist with Strategic Planning and Business Continuity

Following DET's lead in the use of Application Portfolio Management, DSPS is implementing the recommended methodology, working with DET IT staff to move this initiative forward. This program will look at the business and technical functionality of each application and determine whether the application should be tolerated, invested in, modernized, or eliminated. An application strategic plan can then be generated from this analysis.

APM can also be used to help build business continuity plans. Based on business need/value this can help categorize application recovery as the result of a business interruption.

APM will lead to an improved inventory of all agency applications. As this analysis takes place, the collected data will be stored in a repository and can be used for other planning needs, including an Infrastructure Roadmap for the agency. This information can then be used to identify integration or consolidation opportunities between DSPS and DOA, and can help provide a baseline for improved application performance metrics.

- Improve Customer Satisfaction

DSPS seeks to understand the needs of their customers and deliver high quality services to both their internal and external customers through stakeholder outreach, improved electronic services, and timely complaint processing. As the agency's IT service partner, DOA-DET also has targeted improved customer service as a top priority, and will provide the technology foundations and business applications that will drive customer satisfaction in this area, and offer opportunities for immediate fulfillment of requests for things like applications, credentials, and e-payments.

II Provide your:

Total Agency Budget:	FY14 - \$50,918,600 FY15 - \$51,186,700
IT Budget:	FY14 and FY15 - \$3,087,900 (includes \$727,000 for Modernization Projects)

III Provide your agency’s total number of IT employees:

FTE: 7 (1 Chief, 5 developers, 1 DBA)
LTE: 0
Contractors: 6 developers
Open positions: 0

IV Agency Projects

List all of your agency’s IT projects expected to cost \$1 million or more. (\$1 million is the statutory threshold for reporting to the Legislature on IT projects, e.g., Wisconsin s.16.973(16), stats.) This includes projects that are starting, ongoing or ending anytime between July 1, 2014 and June 30, 2015. Include all types of IT projects (not just application development).

For each project listed for Item IV, complete the table on page 4 of these instructions.

- There are no active or scheduled projects at this time.

V Potential Agency Projects

List all potential agency IT projects expected to meet the \$1million cost threshold that are in the conceptual phase, or that might be implemented in FY15 due to potential legislative changes (state or federal), or that might be dependent on securing grant funding (from a state, federal or nongovernmental organization). Note: The difference between projects listed in Item IV above and Item V is that projects in Item IV are currently active or scheduled projects, and Item V is for projects in the conceptual or planning phases.

There are no known potential projects in a conceptual or planning stage at this time.

VI IT Infrastructure Projects or Expenditures

Describe any projects or anticipated expenditures over \$100,000 related to augmenting IT infrastructure (e.g., hardware, servers, storage, networking components, security, backup and disaster recovery), if they have not already been

included in sections III or IV above. Use the same abbreviated format as in section V.

Potential Project Name: DSPS Technical Platform Upgrades
Description: This project will bring the DSPS technical environment (PCs and Office Software) up to current standards, migrate staff and equipment to a common domain, and may include the development of a secure and expanded Citrix environment if needed and depending on the implementation path chosen.
Anticipated Total Costs: \$50,000 to \$215,000 depending on component upgrades and staffing needed
Resourcing: Primary staff time will come from the Small Agency System/DSPS Support team, with additional support provided by the DET Data Center staff, Desktop staff, and the potential hire of a contract resource for any needed Citrix work.

Potential Project Name: DSPS Oracle Consolidation
Description: The Department of Safety and Professional Services currently licenses its Oracle product under two different purchase agreements, stemming from the merger of parts of the former Department of Commerce with the former Department of Regulations and Licensing. Both former agencies licensed Oracle separately, and the dual copies remained after the merger. This project will create a consolidated DSPS Oracle environment in the DET Shared Enterprise Oracle environment.
Anticipated Total Costs: \$104,286 (project staffing); ongoing monthly operational costs not included
Resourcing: Primary staff time will come from the Small Agency Systems/DSPS Support team, with some additional support provided by resources from the DET Data Center (all resources are existing staff).

VII Issues (OPTIONAL)

Identify and explain issues or other activities not described already that are influencing, or could influence, successful execution of your agency's IT plan and about which DOA/DET should be aware. Be sure to include the issue type and description.

- Workforce Planning:

Agency program and IT operations both face an aging workforce. Potential agency modernization efforts, along with DOA initiatives like the STAR ERP project and ongoing agency reorganizations (functions that were transferred to DATCP, DNR still require transition support) will require staffing resources from both of these areas, further putting strain on the workforce supporting the ongoing work of the agency.

- COOP Planning:

The DSPS Continuity of Operations plan is in need of updates, and DOA is looking to incorporate a more integrated approach to COOP

planning across all agencies in FY15. As the provider of IT services for DSPS, the DOA Small Agency Systems/DSPS Support team will need to be involved in this effort.

- IT Modernization Plans

Although no formal plans or projects have been developed at this time, DSPS is currently pursuing a potential relationship with a COTS software vendor that could result in one or more large projects over the next several years. No timeframes, costs, or resource requirements are known at this time, so it is difficult to estimate or even envision what the future project list might look like. It is equally possible that this investigation will take a different turn, and DSPS will need to continue to look for other alternatives to implement the many initiatives that are included under the Modernization “umbrella.”