



EXECUTIVE OFFICE OF TECHNOLOGY SERVICES & SECURITY

COMMONWEALTH OF MASSACHUSETTS | 1 ASHBURTON PLACE, 8TH FLOOR, BOSTON, MA 02108

CHARLES D. BAKER
Governor

Curtis M. Wood
Secretary

KARYN E. POLITO
Lieutenant Governor

June 30, 2022

The Honorable Suzanne Bump
State Auditor
State House, Room 230
Boston, MA 02133

Chair Aaron Michlewitz
House Committee on Ways and Means
State House, Room 243
Boston, MA 02133

Chair Antonio Cabral
Joint Committee on State Administration
and Regulatory Oversight
State House, Room 466
Boston, MA 02133

Chair Michael Rodrigues
Senate Committee on Ways and Means
State House, Room 212
Boston, MA 02133

Chair Marc Pacheco
Joint Committee on State Administration
and Regulatory Oversight
State House, Room 312B
Boston, MA 02133

Dear Auditor Bump, Chair Michlewitz, Chair Rodrigues, Chair Cabral, and Chair Pacheco:

Pursuant to Chapter 24 of the Acts of 2021, the Executive Office of Technology Services and Security (EOTSS) is pleased to provide you with the enclosed report detailing an account of IT-related project expenditures over the previous 12-month period.

Due to the June 30th reporting deadline, amounts reported in the enclosed report are actuals through June 6th and forecasts through June 30th since final FY22 numbers will not be known with certainty until after the MMARS Accounts Payable period at the end of August. In FY22, there were 65 active IT projects across the Executive Branch, compared with 80 in the prior year. In total \$268M was invested in IT projects in FY22.

Almost \$360M was invested in the same period last year. The big differences in FY22 were that FY21 was a clean-up year for Optum billing (for HIX-EOHHS) versus prior years, along with less IT CIP requirements generally across the EOHHS capital portfolio as COVID-19 responses continued to impact investment priorities; and standing up the department for *Paid Family and Medical Leave* at Labor and Workforce Development was completed in FY22 with significantly less spending than in FY21.

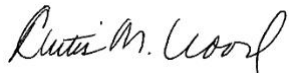
	FY22			FY21		
	Number of projects	Investment (\$000s)	% of Total projects	Number of projects	Investment (\$000s)	% of Total projects
Executive Office						
Health and Human Services	10	\$114,774	43%	10	\$192,910	54%
Technology Services and Security	6	\$48,212	18%	7	\$52,072	14%
Public Safety and Security	9	\$25,071	9%	12	\$19,662	5%
Transportation	22	\$21,344	8%	28	\$19,092	5%
Education	5	\$25,141	9%	5	\$16,369	5%
Administration and Finance	7	\$6,489	2%	7	\$10,843	3%
Energy and Environmental Affairs	4	\$4,750	2%	5	\$4,998	1%
Housing and Economic Development	0	\$0	0%	0	\$0	0%
Labor and Workforce Development	2	\$21,980	8%	6	\$43,294	12%
	65	\$267,761	100%	80	\$359,240	100%

FY22 Investment activity (projects >\$250K)

EOHHS and EOTSS remain the principal investors in IT, accounting for 61% of total investment dollars in FY22 compared with 68% in FY21.

I am grateful for your continued partnership with EOTSS. Please feel free to contact Scott Ahern at scott.m.ahern@mass.gov should you have any questions about this report.

Sincerely,



Curtis M. Wood

Secretary, Executive Office of Technology Services and Security



Executive Office of Technology Services and Security

FY22 \$250K+ IT Projects Report

June 2022

MMIS Modernization**\$13,371,106**

This project funds upgrades to Medicaid IT systems including improving case management tracking for Medicaid, data reporting and analytic systems. The project supports MassHealth Payment Reforms, enhances service delivery, improves IT agility, and aligns with the Federal CMS's announced strategic technology and funding directives. The planned redesign for Member and Provider Experience enhancements will improve both constituent experience and provide streamlined workflows for assisting and managing member and provider information. MassHealth will be able to efficiently manage the complex contract compliance requirements and provide the coordination required to manage the Accountable Care Organizations (ACOs), MCO contracts and Community Partners.

Health Insurance Exchange (HIX) Integrated Eligibility System (IES)**\$77,094,176**

The HIX/IES system provides the eligibility determination foundation both for Massachusetts' state-based marketplace (the "Connector") as well as MassHealth's MAGI Medicaid population, under the provisions of the Affordable Care Act. The benefit to the Commonwealth includes more accurate and timely determination of eligibility for Health Connector and MassHealth programs, continued compliance with federal and state policy and regulation, reduced operational and administrative burden on staff, enhanced capacity for program integrity assessments and audits, and overall improvement in programmatic efficiency. Ultimately this results in better and more cost-effective provision of health insurance benefits to residents of the Commonwealth.

Transformed Medicaid Statistical Information System (T-MSIS) - Phase II**\$2,569,833**

This project funds upgrades to Medicaid IT systems, including improving case management tracking for Medicaid and improving data reporting and analytic systems. Enhancements to the T-MSIS includes reporting processes for migration of the Encounter data collection process from a legacy proprietary file format to the HIPAA 837 Post Adjudicated format as mandated by Federal Guideline 45 CFR § 162.1102(b)(2)(v)(C) ("HIPAA 837"). This ensures compliance with federal mandates and continued access to federal funds for operating the MassHealth program.

Enhanced Analytics**\$9,751,741**

The Enhanced Analytics project will provide improved and more timely reporting to enable Accountable Care Organizations (ACO) to forecast financials, improve population health management and be accountable for quality outcomes. ACOs directly impact 1.2M MassHealth members and their access to health and welfare programs. This project will replace outdated and end-of-life data servers, which will dramatically improve capacity, availability and performance and enable the Data Warehouse to insource many data, analytic and reporting functions.

Registry of Vital Records and Statistics Digital System Upgrade**\$2,165,314**

This project provides essential improvements to the outdated and vulnerable technology environment. The scope and costs provide for a fully electronic, inter-, and intra-operable Vital Registration and Statistics System (VRSS), electronic document management system, central data base, customer service kiosks and client relations management system that will support the core functions in a cost-effective, secure and customer service friendly manner while reducing redundancies, enhancing workflows, and improving data accuracy and timely reporting.

Integrated Eligibility & Enrollment Readiness**\$4,591,143**

The goal of the Integrated Eligibility and Enrollment (IE&E) initiative is to improve the overall client experience and enhance integration and interoperability among in-scope programs and enhance integration & interoperability between departments. In 2019, the Commonwealth identified five benefit programs: MassHealth/MAGI,

Department of Transitional Assistance (DTA), Department of Public Health (DPH), Department of Housing and Community Development (DHCD) and the Department of Early Education and Care (EEC) as needing updating. In December 2019, these stakeholders had prioritized the goal of improving client communications through the Common Noticing Initiative. The IE&E Steering Committee determined the development of a Common Noticing Solution to improve client communications to be the first priority of the IE&E and for it to support DTA and MH/CCA/HIX.

OneMRC (Massachusetts Rehabilitation Commission Systems Modernization) \$1,000,000

This project is focused on replacing current MRC systems with a consolidated solution, particularly in functional areas such as eligibility, enrollment, case management/coordination, financial management, and internal controls. It provides for a single integrated system for managing MRC client data across all state and federally funded programs such as vocational rehabilitation, state head injury and traumatic brain injury programs. It will produce better data for federal reporting and agency operational management needs.

Virtual Gateway Migration to Amazon Web Services \$2,049,284

This is the migration of EOHHS Virtual Gateway infrastructure and the over 50 applications it hosts from a private cloud vendor to AWS. The project eliminates significant cost increases (~\$2M) from maintaining infrastructure in a private cloud beyond November 2021 and moves applications and infrastructure from aging and difficult to support infrastructure to the AWS. This will facilitate more streamlined maintenance and support for these applications and will result in potential savings of operating costs.

Public Health Electronic Medical Records (EMR) \$713,443

The Electronic Medical Records Solution for DMH and DPH hospitals will streamline care and operations. This project completes a detailed business process assessment and technology analysis for DPH/DMH EMR. The Electronic Health Record (EHR) in use at DMH and DPH Hospitals needs modernization. Since the implementation of the MediTech Inc. solution over a decade ago and Meta Healthcare more recently, EHR technology has changed significantly. Today, DPH and DMH Hospitals and State Offices of Pharmacy Services (SOPS) SOPS face significant challenges related to the age of the Meditech EHR and the stability of Meta Healthcare. The challenges include significant downtime on the Meta Healthcare side which potentially affects patient safety, the lack of interoperability especially with Computerized Physician Order Entry/Electronic Medication Administration Record (cPOE/eMAR), and outcome reporting.

Soldiers' Homes Electronic Medical Records \$1,521,592

This project will better coordinate care in veterans' homes and partner organizations to comply with regulations requiring interoperability with Accountable Care Organizations (ACOs) and electronic prescriptions. An Electronic Medical Record (EMR) will allow the Homes to coordinate care across partner organizations and comply with regulations requiring interoperability with ACOs and electronic prescribing. It provides the ability to support data sharing and the exchange of information, allowing patient data to move with the patient to improve access and continuity of care as well as increased Medicare billing, funds that today cannot be reimbursed by CMS due to gaps in process and documentation for audit. This program will provide improved quality of care and the ability to meet regulatory requirements.

Executive Office of Technology Services and Security \$48,212,522

Commonwealth Cybersecurity Investment Program \$18,213,060

The Commonwealth's Security Incident and Event Management system provides capacity and capability to enhance the security of the Commonwealth's networks and information systems. With this platform, our security organization can detect, investigate, communicate, and mitigate cyber threats to our systems and data. EOTSS' vulnerability management and mitigation program is another critical component to the Commonwealth's security framework and approach. While continued progress has been made through this program, EOTSS and state agencies must remain vigilant and committed to identifying threats and operating a continuous and adaptive vulnerability management program to mitigate these ever-present threats. In addition to the Commonwealth's workforce, EOTSS supports opportunities to assist our partners in municipal government. In 2019, EOTSS announced the first-ever Municipal Cybersecurity Awareness Grants, with over 42,000 municipal and public-school employees throughout the Commonwealth accessing training to better detect and avoid cyberthreats. In 2023, EOTSS will facilitate a new round of Municipal Cybersecurity Awareness Grants to continue this critical training to more of the Commonwealth's municipal and state higher education institutions.

Commonwealth Network Infrastructure Program

\$9,220,548

EOTSS has completed the design of its new One Network Core. This represents the consolidation from disparate networks into a single Commonwealth core. In this, we have eliminated unnecessary legacy agency network cores and overlapping internet protocol (IP) space to simplify the routing of data that occurs between networks. Security measures have been put into place to block off any 'back doors' by removing the many different internet connections previously located at each Executive Branch secretariat, enhancing the Commonwealth's security, providing higher availability and resiliency, and saving money by tapping into commodity services instead of requiring custom buildouts. In FY23, EOTSS will make further enhancements to the Commonwealth One Network by building out the wide area network (WAN) and security services to account for and support increased resiliency, mobility, and remote management.

Commonwealth Data Infrastructure Program

\$6,841,882

Migrating Commonwealth systems from on premise data centers to a cloud solution provides the Commonwealth best-in-class technology that allows for incremental improvements in a faster, agile manner. Cloud services provide the ability to react to increased demands, reduce time to provision and deprovision licenses, and more efficiently manage assets. More importantly for today's work environment, cloud services strengthen security services to support remote access to our systems from any location, further enabling the Commonwealth's hybrid workforce. EOTSS works closely with the Secretariat Chief Information Officers (SCIOs) and business application owners at Executive Branch secretariats to understand their business needs and prepare for the 'lift and shift' of Commonwealth systems to the cloud to ensure continuity of those government services. By the end of FY22 EOTSS will have led the migration of 99 additional Commonwealth systems to the cloud, (including the state payroll system HR/CMS) and currently have 49 additional projects in the queue to be migrated in FY23 and FY24. Since 2017, EOTSS has coordinated the migration of almost 400 Commonwealth applications/platforms to the cloud services model. We continue to work with our agency partners to identify and prioritize opportunities for further cloud migrations.

Modern Workplace Program

\$7,499,869

This investment supports the Commonwealth's hybrid workforce by ensuring all Executive Branch employees are equipped with modern hardware and software that allows for work mobility and meaningful collaboration. It provides the ability to deliver government services from remote work locations. In FY21, the program developed plans for the deployment of devices and software through self-service automation to relieve pressure on Help Desks. 11,032 devices were rolled out to remote locations, with a further 16,000 to be rolled out in FY22. TEAMS video conferencing was rolled out to more than 25,000 remote users. We began the migration of personal and shared work files to OneDrive and SharePoint, and the migration of e-mail and archives. OneDrive-Group File Share migrations began at ANF, HED, TSS and EEA. The program is scheduled to be substantially completed in FY22.

Digital Services **\$4,937,164**

Investments in digital services and systems improve the user experience of government services for the residents, businesses, and visitors of the Commonwealth. This program funds My Mass.gov, the concept of the public being able to register and maintain one user account for access to state services. This is an evolving concept across the US, driving towards a more personal experience in which government services are easier to access and improve customer fulfillment. It expands Mass.gov communication enhancements, which includes the introduction of AI/Chatbots, voice recognition services such as Siri and Alexa, messaging subscription services, such as SMS and other media.

Standard Operating Model **\$1,500,000**

In FY21, TSS developed an Information Governance standard and established the Risk Management Office. The program funded the creation of a Customer Service capability to proactively manage service delivery expectations across the Executive Branch, including an up-to-date digital Service Catalogue which identifies all the services provided by EOTSS along with the tools necessary to engage the delivery of those services. We analyze the current state of technology services delivery to the executive branch and then realign service delivery systems and processes, both within the technology division and to external agency partners. Information governance and risk management processes will continue to be improved going forward.

Executive Office of Public Safety and Security **\$25,071,896**

Public Safety Mass Voice Migration **\$3,000,000**

The infrastructure and telecom systems at the Public Safety locations are in desperate need of replacing. This project updates the infrastructure (cabling) within the facilities and allows for moving the telecommunications services, as provided today, from a capital renewal plan to an operational expense model by moving to the MassVoice cloud environment. This project is being driven and managed by the Secretariat in line with the Article 87 directive of standardizing systems and migrating enterprise-wide systems to the center.

Criminal Justice Reform - Inmate Data **\$1,450,000**

The purpose of this project is to achieve compliance with the operational and data reporting requirements mandated by the Criminal Justice Reform Law (2018). The Criminal Justice Reform Inmate Data project will preserve and upgrade the Configurable Off the Shelf (COTS) solution investments made to date to meet the additional and significant operational and reporting requirements in the new law. The project will build a centralized warehouse of inmate data extracted from Sheriffs, Department of Corrections and the Parole Board databases for analytical reporting required by the law.

Centralized Data Collection and Reporting ('Cross Tracking') **\$5,604,243**

This funding will allow for Criminal Justice Reform Law (2018) compliance that requires a Cross Tracking System to enable association of relevant data from criminal justice agencies, trial court, parole, houses of correction and county jails, as well as enable key stakeholders to query and report information on anonymized population data. Key potential benefits include, but are not limited to, assisting, and informing research, policy planning, and public safety initiatives.

Records and Data System Improvements - AFIS Upgrade **\$375,000**

This is an upgrade to the upgrade of the Automated Fingerprint Identification System (AFIS) to support a computerized criminal history system (CCH). AFIS, along with associated hardware and software, will comply with

the National CJIS Security Standards and will improve the accuracy and completeness of the state and FBI criminal history record information to be shared with municipal, county, state, federal, and national partners. The project provides real-time information sharing for municipal, county, state, federal and national criminal justice stakeholders in support of the Commonwealth's public safety and homeland security mission.

State Police Case Management System (ACISS) \$1,600,000

This is the consolidation of the Department's record systems into one solution/platform. ACISS Systems Inc. supports the Massachusetts State Police Department goals that align with the Governor's initiatives relative to police reform: Increase accountability, including auditing and validity checks that support officer accountability, increase transparency, track activities and provide reporting tools that support transparency and individual responsibility, strengthen officer safety, improve situational awareness, streamline workflow to gain efficiencies and provide improved technical tools to officers. This project includes the capture of data elements required for collection under the standards as defined in the Massachusetts Criminal Justice Reform Bill, Section 501, CMR 18.00.

Electronic Firearms Issuance and Record Check System \$700,000

Funding to modernize the firearms registration processing system to address updated firearms legislation, law enforcement connectivity, and other regulations at the Department of Criminal Justice Information Services.

Cybersecurity Vulnerability (Log4j) \$1,500,000

EOPSS IT identified a cybersecurity vulnerability (Log4j) in software for several critical applications. Remediation efforts were successfully undertaken against the exploit and all affected applications were patched.

National Law Enforcement Telecommunications System (NLETS) XML Migration \$3,400,000

The new NLETS standardized XML Mandate requires all messages exchanged between the NLETS system and the Call to Action (CTA) message broker be fully tagged documents. The work required for the Commonwealth to meet this mandate will be completed in four phases: (1) Switch CJIS Broker and NLETS Communications to the National Information Exchange Model (NIEM) format; (2) Generate Body Content Using NIEM XML Specification; (3) EOPSS Enterprise Applications and Systems; and (4) External Clients. Compliance with the XML Mandate will facilitate the exchange of critical information in a more efficient and reliable manner.

Body Worn Cameras \$7,442,653

Massachusetts State Police Body Worn Camera Project will provide increased transparency of officer/citizen interactions, quicker resolution of officer complaints and increased professionalism through the use of footage in officer training.

Executive Office of Transportation \$21,344,593

MassDOT Future of Work Initiatives Program \$3,579,625

The objective of this project is to make in-person and remote work effective for MassDOT resources. The goal is to meet the needs of a remote and in-person work environment with a flexible and efficient model from a technology standpoint, to strengthen the work experience, improve Communications, and expand digital tools.

Enterprise Data Governance and Dashboard Program FY22 \$2,101,857

This funding is to centralize data management, reporting, dashboarding, architecture and integration requirements to effectively support MassDOT's evolving enterprise information management needs. The program addresses data

challenges across different programs including governance and data access. It will establish an enterprise-wide approach to data management and enable the use of data assets throughout the organization

Project Info Modernization - Discovery Phase **\$1,906,241**

Project Info is the system that records project information for all Highway Division projects. This objective of this project is to modernize Project Info by designing a new platform, reducing VPN usage, increasing security, and improving remote collaboration. The outcome is a full-phased plan for design and architecture of new technology, including improved security and data reliability.

Project Info Modernization - Procurement Phase **\$918,001**

This project will focus on finding a suitable partner to assist in the design, architecture, and implementation of a new solution for Project Info. This project will address the need for a suitable partner that has the knowledge and skillset to assist MassDOT with implementing a new platform.

Project Info Modernization - Common Data and Analytics Platform **\$466,680**

MassDOT has determined a strategic direction to establish a common data and analytics platform to support multiple applications across all of MassDOT.

IDEMIA Cloud Migration and Disaster Recovery **\$871,588**

IDEMIA is a multinational technology company headquartered in Courbevoie, France. It provides identity-related security services and sells facial recognition and other biometric identification products and software to private companies and governments. The objective of this project is to migrate the current IDEMIA applications, Issuance 360 Back Office and AutoTest, from IDEMIA's servers hosted in MITC to IDEMIA's AWS (Amazon Web Services) GovCloud environment. This will provide improved resiliency and scalability for RMV services.

Intelligent Transportation Systems (ITS) Highway Projects - FY22 **\$529,467**

The objective of this project is to support a variety of ITS business projects and ensure that critical Capital Investment Program funds are available for Highway construction projects.

Asset Inventory Management **\$271,281**

The primary objectives of the project are to better manage IT asset inventory by providing the ability to scan, record and retain assets in a database. There is a need to properly track, identify and manage assets across MassDOT. The project provides a process and procedure to prevent loss or visibility into State owned IT assets. It will provide the ability to assign assets to users, track them during their lifecycle, and ultimately off-board them at end-of life, and will allow for the management of assets not tethered to the MassDOT network by implementing a new method of scanning them. This will also improve asset governance to ensure accurate reconciliation of real assets to the asset registers.

FY22 Cybersecurity Testing **\$458,168**

The goal of the project is to identify vulnerabilities within the 511 application, the AECOM engineering application, the Admin network and the ITS network, and to improve Security Information and Event Management (SIEM). This prevents cyber-attacks and possible loss of data, system interruptions and vulnerabilities

FY22 Cyber Security Program - Governance Risk and Compliance **\$382,305**

The objective of the project is to execute various one-time Governance, Risk and Compliance (GRC) efforts throughout FY22. Some of these (capex) activities will establish the foundation for future operational activities outside of this project.

FY22 Cyber Security Program - Third Party Risk Management Tool Implementation **\$375,882**

The goal of the project is to install a third-party Risk Management Tool that provides risk assessments for new and existing vendors and organizations by key cybersecurity performance metrics and notable events that occur.

Cyber Security Program - Red Canary **\$351,120**

Red Canary is a managed service, cloud-based SaaS solution that will enhance threat detection and improve incident response while freeing-up InfoSec resources to perform other work.

RMV Revenue Business Process Analysis **\$417,806**

The objective of this project is to engage Accelare inc., a consultancy, to complete a current state assessment of RMV reporting processes (Manual and Automated), workflows, data flows and existing technology (including all groups/departments interacted with) and to create a set of prioritized business/process/technology recommendations.

Audit Operations Project Modernization FY22 **\$415,933**

The objective of this project is to enhance data analytics and increase automation of Audit of RMV work processes. This project is part of a two-year initiative to improve reporting and analytics for RMV/Atlas.

Content and Production Support **\$398,473**

The objective of the project is to build upon the Application Runbook Project that was completed in FY21. The goal of this project is to create an automated process to ensure runbooks are kept up to date and implement the tiered support model.

MassDOT IT State of Good Repair (SGR) Program FY22 **\$750,644**

This project replaces aging hardware and end of life software and applications while continuing to maintain reliability and security within MassDOT. The need is to quickly provide services/equipment to the Commonwealth by maintaining reliable technology standards.

District Contract Database (DCD) Amendments Phase 2 **\$294,525**

To distribute the functionality in the DCD to the new solution using a priority and value-based approach. The end result will be the elimination of a multilayered older technology that is proving to be more and more difficult to support and maintain.

Document Management/Storage Planning & Execution **\$2,364,046**

MassDOT is seeking to reduce physical records and paper processes to both reduce cost and risk through more efficient, virtual ways-of-working. A critical component to achieving these goals is the reduction of paper processes and the adoption of effective document management processes. This project is part of the Future of Work initiative, sponsored by EOTSS and includes adopting MassDOT's electronic signature policy to reduce physical records moving forward, digitizing existing records to reduce storage needs, and designing a long-term storage and management approach.

Enterprise Content Management – Feasibility, Integrations, Governance **\$1,949,491**

Investment to create an electronic file sharing capability for collaboration with our external partners, and to establish a series of procurements related to managing content across MassDOT resulting in increased storage, electronic signatures, and contract specification tools.

MassDOT Crash Data Research and Solution**\$1,687,602**

The objective of the project is to review, refine, and categorize existing requirements and conduct research in order to find a solution to replace MassDOT's Crash Data application. The research gathered will build high-level priorities and develop parameters to prioritize strategic requirements for a final solution. It will replace a homegrown application with a more modern, out-of-the-box solution that aggregates and provides critical information to the Registry of Motor Vehicles, MassDOT Highway Division, MassDOT leadership, Law Enforcement Agencies (LEAs), Executive Office of Public Safety and Security (EOPSS), state and federal leadership, and citizens on car crashes across the Commonwealth. It will include a complete external and internal solution scan to identify industry leading solutions that not only meet state and federal crash data reporting and analysis requirements but also consider how the solutions align with MassDOT's culture and technology strategy and support MassDOT's data ecosystem.

RMV OPMI Dashboard, Business Intelligence Governance, and Analysis Services**\$371,110**

The MassDOT Office of Performance Management and Innovation (OPMI) is leading a project to create an interactive management dashboard for key RMV performance metrics. During this project a roadmap was developed defining an approach and timelines for a comprehensive Management Dashboard.

RMV Crash Modernization**\$482,748**

The purpose of the project is to implement a modern, cloud-based solution on ServiceNow platform, that will replace the current MassDOT Crash Data System (CDS). This data informs highway safety improvements, as well as federal and state policies and regulations to improve the safety of all citizens.

Executive Office of Education**\$25,141,468****EEC Background Records Check****\$6,794,000**

This investment replaces Early Education and Care's (EEC) multiple aging systems for processing Background Record Checks (BRCs) with a single, modern system that incorporates all of the BRCs required by state and federal law, including Massachusetts Criminal Offender Registry Information (CORI) checks; Massachusetts child welfare checks through the Department of Children and Families (DCF); Massachusetts Sex Offender Registry Information (SORI) checks through the Sex Offender Registry Board; fingerprint-based checks of national and state criminal history databases through the Federal Bureau of Investigations; National Sex Offender Registry Checks (NSOR); and Out of State Checks.

Integrated Digital Data System (IDDS)**\$10,929,337**

The goal of IDDS is to provide the Commonwealth with a secure and cost-effective, standards-based educational platform and application portfolio that connects data and user experiences across all education agencies, birth to career. This project funds the development of a secure and modern data repository to provide more timely and useful educational information to educators, administrators, and the public. This is a multi-year project and will be completed by FY25.

EEC Quality Account-CCDBG**\$2,406,834**

The Child Care and Development Block Grant (CCDBG) provides subsidies to assist low-income families in obtaining childcare so that parents can work or participate in education or training activities. This project implements new software to upgrade end of life systems to support new federal mandates.

Educator Registry **\$4,207,562**

The department of Early Education and Care (EEC) is developing an information system for early childhood educators that consolidates multiple aging legacy applications into a single, modernized platform. The program promotes professional growth and development; captures data about early childhood educators in a variety of roles; provides a framework for professional development; places individuals on a career level based upon verified educational information; recognizes and honors professional achievements of the early childhood workforce; and informs policymakers and partners.

Public Higher Education Cybersecurity Grants **\$803,731**

A comprehensive strategic review of specific cybersecurity practices and protocols across the Commonwealth's fifteen (15) Community Colleges and nine (9) State Universities will be conducted. A coordinated approach to maintaining and supporting effective cybersecurity technologies and practices across the public higher education system will be developed, strengthening each institution's ability to detect and prevent unauthorized access and damage to networks, devices, programs, and data.

Executive Office of Administration and Finance **\$6,489,262**

ARPA Grants Management System **\$858,182**

The purpose of this solution is to provide a full lifecycle programmatic and fiscal grants management system for all projects funded by the American Rescue Plan Act (ARPA) Coronavirus State Fiscal Recovery Fund (CSFRF), as well as additional funding sources as needed. This includes all activities related to sub-award processing, from funding opportunity setup through closeout, compliance monitoring and audit activities, and reporting from A&F and other participating agencies to the federal government.

GIC Member Experience Transformation & Modernization **\$1,700,000**

This project is a result of the GIC's strategic planning process to review the entire range of agency goals and objectives and identify actions to transform and modernize. The project includes costs for implementing Salesforce software and DocuSign products as well as additional configurations/enhancements. It will result in updated and more efficient business processes to support GIC operations; automated processing of current paper-based, manual processes; improved communication tools and customer service to empower members to make informed health and wellness decisions; and an infrastructure to better serve municipalities.

Child Support Portal Software Upgrade **\$1,700,000**

The Child Support Portal was operating on a version which is no longer supported. The software will be upgraded to a supported version which is critical for an application that is used both internally and externally by the Commonwealth to access Child Support information and case information.

Supplier Diversity Hub (SDH or Hub) **\$1,000,000**

The system will improve the accuracy of tracking, validation and reporting of businesses and spending; provide tools to help promote diverse and small businesses; and enhance our responsiveness to public stakeholder inquiries concerning the fairness of spending. This project addresses (1) the program requirements set in ReOrg Plan S.2937,

"An Act to elevate the Supplier Diversity Office to ensure equal opportunity in state contracting," (2) the Governor's commitments made in his written testimony to the Legislature regarding ReOrg Plan S.2937, and (3) SDO policy memorandum issued November 6, 2020.

Library Digitization **\$250,000**

The State Library staff continue to digitize Commonwealth documents, reports, and legislative material, adding to the existing electronic repository (DSpace). DSpace is open-source software provided by MIT. This project will continue until all documents have been digitized. The goal is to increase user self-service (24/7 online access to Library resources means users no longer have to travel to conduct research); increase efficiency (by reducing the volume of calls for assistance, while allowing staff to focus on more complex inquiries); and reducing preservation costs because staff will no longer have to handle original documents, which are mostly in manuscript form.

Replacing End of Life "Load Balancers" **\$685,127**

Load Balancers are computer devices that distribute IT tasks over a set of resources with the aim of making their overall processing more efficient. Load balancing can optimize the response time and avoid unevenly overloading some compute nodes while other compute nodes are left idle. A&F IT is replacing end-of-life load balancers with new F5 load balancers. This will improve network traffic across services, enhance processing performance and customer service.

Department of Revenue "Data Lake" **\$295,953**

A Data Lake is a system or repository of data stored in its natural/raw format, usually object blobs or files. A&F IT and DOR are conducting a cloud implementation of an enterprise data lake in Amazon Web Services. This will create the ability to store and process vast amounts of data at low costs to enhance data mining and business intelligence capabilities.

Executive Office of Energy and Environmental Affairs **\$4,750,000**

Environmental Information and Public Access System **\$1,000,000**

The Energy and Environmental Affairs Information and Public Access System (EIPAS) is a Secretariat-wide information technology modernization project which enables the Executive Office of Energy and Environmental Affairs (EEA) to be more flexible and agile in providing capabilities to drive better public access, information gathering, improved organizational effectiveness and centralized business intelligence, reporting and analytics through the design and development of EEA's next generation technology platform. The EIPAS journey can be discovered here - <https://eipas.jimdofree.com>.

Electronic Permit & Licensing **\$1,750,000**

This program stems from the directive for an ePermitting solution using an enterprise application platform. Through EEA's alignment to this strategy, this multi-year initiative will consolidate new business processes and retire hundreds of paper forms and associated manual processes and reduce overall operating costs. The result enables an online permitting solution supporting all Secretariat business units with a quicker speed to market for constituent engagement.

Application Rationalization and Innovation Strategy **\$1,000,000**

This program aims to identify the EEA critical legacy end-of life application footprint and strategically align applications to accomplish agency goals. Along with the application rationalization, this program aims at improving upon our agencies' business processes in support of increased efficiency and improved citizen engagement. These data-centric application solutions will operate on industry-standard and supportable platforms that enable EEA to manage permitting, licensing, compliance, and enforcement activities. The key benefit of this program centers around the retirement of legacy technology debt through the development of new solutions within configurable and available technology platforms. This undertaking, as planned, lowers the cost of operating legacy applications, and improves EEA staff capability to serve citizen needs through improved processes and application technology.

PFAS Program

\$250,000

In order to comply with the emerging regulations around Per- and Polyfluoroalkyl Substances (PFAS), an emerging contaminant, the Commonwealth has increased the requirements for both public and private water supplies for PFAS sampling, testing, and reporting in public and private drinking water supplies. Several of EEA's drinking water data systems will require modifications to meet the new reporting requirements and to properly respond to the emerging public health concern. This program aims to make required changes to eDEP forms and back-end systems to support emerging drinking water testing rules for PFAS and other unregulated contaminants, and to allow labs that now submit Drinking Water Testing results to also submit testing results for unregulated contaminants, including PFAS via eDEP. Additionally, this project will address the need for Wastewater and residuals data to be submitted electronically to MassDEP.

Executive Office of Labor and Workforce Development

\$3,350,000

Employment Modernization and Transformation (EMT)

\$3,350,000

A comprehensive modernization of the state's unemployment system to provide Massachusetts companies and citizens with seamless and timely unemployment tax administration and benefits delivery, in compliance with Federal and State regulations with improved service levels and operational costs.

PFML Portal for Claimant, Employer, Staff and Contact Center Access

\$18,579,970

This is Phase 2 of the implementation of the department of Paid Family Medical Leave (PFML) and completes the establishment of this department. Included in this phase is IT infrastructure for communications and staffing, including enterprise software for government social insurance from Fineos Corp, call center development and establishment and the integration of application interfaces.