

# PPP-001 | Common Services Platform Prototype | Project Charter

## Description of Recommendation

- Analysis identified nine essential capabilities needed to enable digitalization of most constituent services and internal processes to enable remote work and digital interaction with constituents.
- Develop PPP common services platform as foundation for digital delivery of constituent services and process automation.
- Build exemplar prototype of few constituent services and internal process using common services platform to validate design principles and learn prior to broader use of the platform.

## Implementation Details

Overview		Activities	Duration <sup>(1)</sup>
ID#	PPP-001	1. Complete procurement of technology components for the platform.	27 Weeks
Classification	Pandemic Preparedness	2. Complete System Integrator selection and contracting.	
Complexity	High	3. Complete detailed analysis and design of three services (Child Support Enforcement, Fish Habitat Permit and Employee Onboarding).	
Special Skills	ServiceNow, RPA, OCR, ESB	4. Design and develop Document, Notification, Constituent & Identity capability.	
Owner	Bill Smith	5. Design and develop Child Support Enforcement, Fish Habitat Permit and Employee Onboarding prototype services	
Status	Under Review	6. Conduct integration testing to validate to confirm integrated functioning of all components.	
		7. Conduct demo of integrated system and user testing.	

## Benefits

- Accelerate transition towards digital engagement with constituents at lower cost.
- Improves resiliency for pandemics by reducing need for constituents and employees to be physically in the office for delivery of the service.
- Increases efficiency and pandemic resilience of internal processes from reduction in physical paper processing.
- Broadens access of services to State constituents.
- Provides a scalable prototype to be used for all digital services and internal process automations

Cost to Achieve<sup>(1)</sup>

\$2.8M – \$3.4M\*\*

<sup>(1)</sup>Cost and duration estimates are directional and may change during the project

\*\*Excludes costs funded in Project Phase 2&3

For more information see MS Project Plan