

**TESTIMONY BEFORE
INFORMATION TECHNOLOGY COMMITTEE
PROJECT CLOSEOUT REPORTS:**

**VOCATIONAL REHABILITATION
INFORMATION SYSTEM REPLACEMENT PROJECT
SEPTEMBER 25, 2014**

Chairman Weisz, members of the Information Technology Committee, I am Jenny Witham, Director of Information Technology Services (ITS) for the Department of Human Services (DHS). I appear before you to provide the closeout report for the Vocational Rehabilitation Information System Replacement project.

The Division of Vocational Rehabilitation of the Department of Human Services replaced its legacy system with a web-based, commercial off-the-shelf Vocational Rehabilitation case management system. This project was completed on schedule and 19.7% under budget. The full [closeout report](#) is attached to my testimony.

A key factor in the project success was the implementation of a mature and proven software solution. The vendor for the product, Alliance Enterprises, Incorporated, is a leader in the industry with successful implementations in 26 state Vocational Rehabilitation agencies.

The Request for Proposal (RFP) included the requirement that the vendor's proposed Software solution be in production for five years in at least two state VR agencies. Forty three percent of all counselors employed by state vocational rehabilitation agencies nationally use the Alliance case management system.

Vocational Rehabilitation made the decision to minimize changes to the Alliance case management system. Instead, changes were made to current business practice to align with the functionality of the system. Agency staff was involved in recommending the changes to agency business practices which led to a positive adoption of the system by staff. Reducing the number of customizations also facilitated the implementation of the system on schedule and under budget.

The product itself is configurable and the project team did an excellent job of tracing the mandatory requirements from the RFP through final implementation. DHS expectations for all deliverables were highly detailed and documented during the final contract negotiation process. All deliverables were thoroughly discussed for clarity, understanding and agreement. The acceptance criteria for the deliverables were tied back to the functional requirement laid out in the RFP.

Appearing with me today is Russ Cusack, Division of Vocational Rehabilitation Director and Project Sponsor, and Pamela Anderson, DHS Business Information Systems Administrator and Primary Project Manager of the project. If you have any questions, Russ, Pam or I would be happy to address them at this time.