

# Legislative Finance Committee: IT Project Portfolio Post Implementation Report

LFC Meeting Date: June 11, 2013

1. Agency: Labor & Industry
2. Project title: Licensing Standard System
3. Executive sponsor: Jack Kane
4. Project close date: 6/30/2012
5. Appropriated budget amount: \$2,250,000
6. Total project development cost: \$1,259,575
7. Expected ongoing annual cost: Contractual cost with vendor: \$70,000
8. Year the ongoing annual cost started: 2012
9. Funding source(s) for ongoing cost: State Special Revenue
10. List the primary project goals: Replace an aging client-server computer system with a more modern, web-based system, providing the public with enhanced capabilities over the web.
11. List the key project objectives, the metrics used to measure these objectives, and the final metric results.

	Key Objectives	Metric Used	Final Results
1	Replace legacy licensing system.	Was legacy licensing system able to be retired?	Yes, the legacy licensing system was fully retired.
2	Provide enhanced capabilities for the public to obtain and maintain their licenses over the web.	Does final result provide the public with enhanced capabilities to obtain and maintain their licenses over the web?	Yes, the new system provides the public with an enhanced web experience and self-service capabilities to obtain and maintain their licenses over the web.
3	Provide the ability for local governments to "piggyback" on the new system.	Have any local governments signed up to replace their legacy mechanisms/systems with the new system?	Yes, the city of Missoula is in production using the new system. Would have liked to have seen more, but that could still happen in the future.

12. List and describe all post-implementation issues that have arisen and, if they have been resolved, what was the solution. If they have not been resolved, describe actions taken so far and possible solutions. Also list and describe any possible concerns.

	Start Date	Resolved Date	Issues and Concerns
1			In future projects, recommend holding back a portion of the final payment until the completion of a post-implementation warranty

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			period. This provides the vendor with more motivation to ensure that the system is completely functional and any functions postponed until after implementation are completed timely.
2			
3			

13. Please add any additional comments the agency would like to provide to the committee, if any.