

## Legislative Finance Committee IT Project Portfolio: Post Implementation Report

1. Agency: Department of Justice
2. Project title: Enterprise Content Management (ECM) MVD Imaging System using Perceptive Software's ImageNow solution
3. Executive sponsor: Sarah Garcia
4. Project close date: 11/1/2014
5. Appropriated budget amount: \$400,000.00
6. Total project development cost: \$387,887.50
7. Expected ongoing annual cost: \$32,078.00
8. Year the ongoing annual cost started: 2012
9. Funding source(s) for ongoing cost: E-commerce and/or General Fund
10. List the primary project goals: Implement an ECM system to enable the capture, management, storage, preservation, and delivery of information online and reduce paper processing.
11. List the key project objectives, the metrics used to measure these objectives, and the final metric results.

	<b>Key Objectives</b>	<b>Metric Used</b>	<b>Final Results</b>
<b>1</b>	Driver Document Management System workflow-based replacement of the obsolete IntellivUE system	100% of files converted to ImageNow environment	Conversion completed 3/2014
<b>2</b>	Court Actions document scanning and interface workflow with Montana Office of the Court Administrator via SharePoint	Staff utilizing ImageNow system for daily work	In place and operational 9/2013
<b>3</b>	Commercial Driver's License and Medical Certification document imaging workflow	Staff utilizing ImageNow system for daily work	In place and operational 9/2013
<b>4</b>	TRB Auto Dealership Licensing Renewal	Staff utilizing ImageNow system for daily work	In place and operational 9/2013
<b>5</b>	Provide for the extension of the ECM capability to support other MVD and DOJ Division imaging	Added Highway Patrol (MHP), Central Services (CSD) for fiscal documents, and Sexual and Violent Offender (SVOR) files	MHP- In place and operational 3/2014 CSD- In place and operational 3/2014 SVOR- In place and operational

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	<b>Key Objectives</b>	<b>Metric Used</b>	<b>Final Results</b>
	business needs as funding allows		9/2014

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.

	<b>Start Date</b>	<b>Resolved Date</b>	<b>Issues and Concerns</b>
<b>1</b>	9/15/2014	9/22/2014	Issue: Original scanner for the project was not working as anticipated and we had purchased a specific license for it. We did not have any licenses available for the replacement we ended up utilizing. Reply: DOJ worked with the vendor to obtain a license that worked with our replacement scanner.

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

Project is complete and DOJ's ECM system is in production, expanding to other divisions, and in Operations & Maintenance.