REPORT ON THE EFFORTS TO MERGE ACCESSNC & DEMAND DRIVEN DATA DELIVERY SYSTEM

FEBRUARY 1, 2015

CITATION OF LAW OR RESOLUTION:	S.L.2012-131 – S.B. 815
SECTION NUMBER:	Section 15.7 (a)
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RECEIVING ENTITIES:

Governor Pat McCrory

Senator Andrew C. Brock, Co-Chair

The Joint Legislative Oversight Committee on Information Technology

Representative Jason Saine, Co-Chair

The Joint Legislative Oversight Committee on Information Technology

The Fiscal Research Division

SUBMITTING ENTITY:

The North Carolina Department of Commerce

North Carolina Department of Commerce
Report to the North Carolina General Assembly
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Report On

THE EFFORTS TO MERGE ACCESSNC & DEMAND DRIVEN DATA DELIVERY SYSTEM

To The

NORTH CAROLINA GENERAL ASSEMBLY

FEBRUARY 1, 2015

Requirement:

MERGE ACCESS NC & DEMAND DRIVEN DATA DELIVERY SYSTEMS/NC

BROADBAND REPORTING REQUIREMENT

SECTION 15.7.(a) Of the funds appropriated in this act to the Department of Commerce, the Department shall use the sum of two hundred fifty thousand dollars ($250,000) in the 2014-2015 fiscal year in nonrecurring funds to merge Access NC and Demand Driven Data Delivery to eliminate the duplication of effort in maintaining multiple economic and labor market data systems. By February 1, 2015, and more frequently as requested, the Department shall report to the Joint Legislative Oversight Committee on Information Technology and the Fiscal Research Division on the progress of the merger, including whether there are improved efficiencies and cost savings.

A Brief History

Prior to the merger of the Department of Commerce and the Employment Security Commission in November 2011, each agency maintained their own system for delivering data and information to their customers.

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AccessNC, originally the Economic Development Intelligence System (EDIS), was released in 2007 and marked a major step forward in providing a self-service environment for economic development officials to perform research and analysis to support their objectives. In 2009, NCSiteSearch was updated through the Buildings and Sites Redesign project and integrated into AccessNC to leverage the analytical capabilities provided by the system.

The Demand Driven Data Delivery System was developed in 2007 as a replacement for several freestanding labor market information tools. These tools were combined into a single application that allowed users to search for data produced by the Bureau of Labor Statistics programs housed within the Labor Market Information Division of the Employment Security Commission. This system also serves to meet the requirements set forth in the Workforce Information Grant for publishing labor market information.
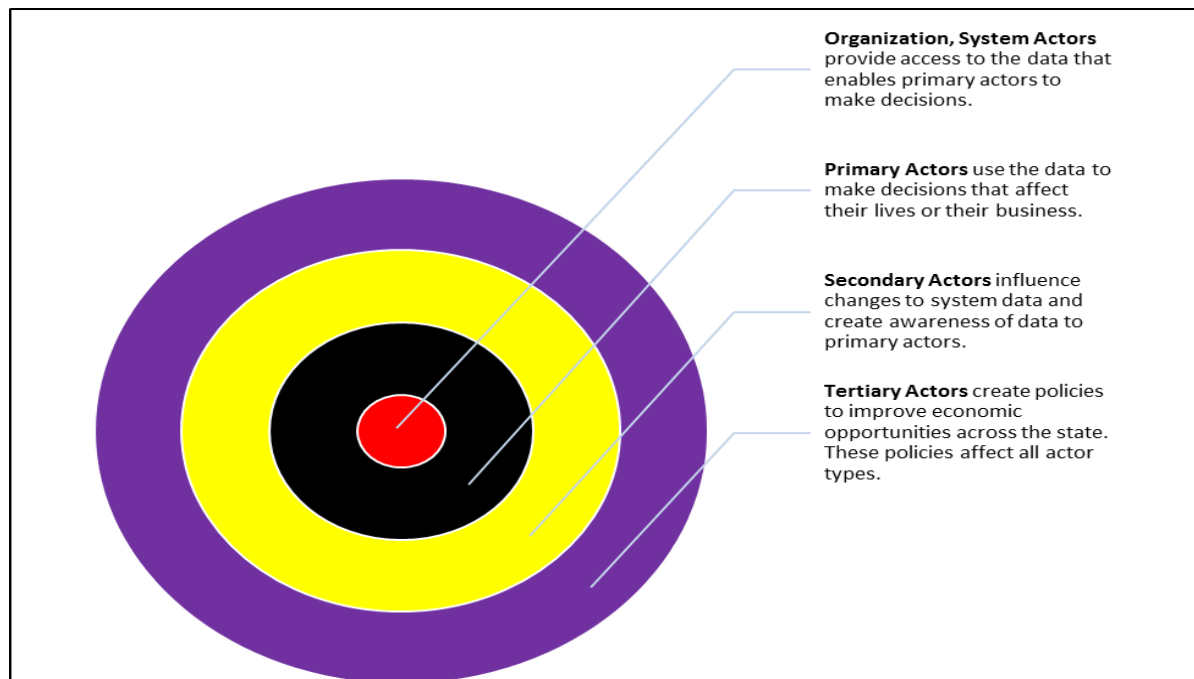
Introduction

The merger of AccessNC and Demand Driven Data Delivery System seeks to eliminate the duplication of effort associated with maintaining multiple data delivery systems. The merger will also improve the user experience by enhancing search tools, adding data visualization, combining workforce and economic development data, and improving cross platform support.

Additional improvements include allowing access to data developed and published by the Labor and Economic Analysis Division (LEAD) to facilitate end-users building applications and products where appropriate, and to enhance information products available through the Buildings and Sites application that supports local, regional, and statewide economic development initiatives.

PROJECT STATUS

During the initial phase of the project, the Office of Information Technology Services (OITS) Requirement Integration Services team has been working with LEAD to perform stakeholder analysis, gather system requirements, conduct process analysis, produce requirements documentation, and provide procurement support.

Stakeholder analysis provided an understanding of how different actors use the system to inform the overall system design. Stakeholders were broken into four groups: System Actors, Primary Internal and External Actors, Secondary External Actors, and Tertiary External Actors.

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The Requirements Integration Services team leveraged the outputs of the stakeholder analysis to develop interviews to gather and analyze system requirements for the merged product. The high level solution objectives are listed below.

Solution Objectives

The desired solution will enable the Department of Commerce to effectively support the economic and workforce development process by supporting the following high-level objectives:

1. The solution shall eliminate duplicate applications and reduce the number of applications currently maintained by the Department.
2. The solution shall combine the features and functions of the AccessNC (http://accessnc.commerce.state.nc.us/EDIS/page1.html) application and the Demand Driven Data Delivery (D4) (http://esesc23.esc.state.nc.us/d4/) system to provide a one-stop source for North Carolina economic and workforce/Labor Market Information (LMI) data.
3. The solution shall provide an interface that makes data accessible to the public, to users within the Department, and users within state, regional and local agencies, state partners, as well as federal partner agencies.
4. The solution shall eliminate the need to update duplicate data by establishing a single authoritative data source.

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5. The solution shall reduce the amount of effort required to maintain and enhance the system.
6. The solution shall provide access to specified Bureau of Labor Statistics (BLS) data products to its customers in a centralized location. These data products include Local Area Unemployment Statistics, Quarterly Census Employment and Wages, Current Employment Statistics, Occupational Employment Statistics.
7. The solution shall store data series over time so that long-term trends can be monitored and analyzed, the efficacy of policies evaluated, and the state's development strategy fine-tuned.
8. The solution shall provide quick, easy and clear to understand visualization of the data and trends that turn data and information into knowledge.
9. The solution shall support open government data principles.
10. The solution shall support a new and easy to use interface.
11. The solution shall make system data easier to access.
12. The solution shall make system data easier to understand.
13. The solution shall provide visualizations (charts and graphs) that are easy to use and understand.

LEAD, with the support of the Requirements Integration Service team, conducted focus groups to validate the requirements, focusing on four key areas: building a better digital process, creating a positive user experience, improving usability, and marketing. During the focus group sessions, LEAD identified a potential savings through eliminating or altering underutilized data components purchased from vendors.

LEAD worked with the Requirements Integration Services team to evaluate the existing system processes associated with AccessNC and the Demand Driven Data Delivery system. These processes centered on system maintenance. Areas for workflow improvement were identified which will save staff time and reduce system operation costs.

LEAD is currently in the final stages of developing the requirements documentation. This documentation will be used to determine whether LEAD pursues a request for proposal from vendors or if LEAD will develop the needed application components internally through staff augmentation. LEAD will consult with OITS on this decision to ensure the best value is generated.

LEAD is working with a project manager contracted through the OITS Project Management Office (PMO) to update documentation in the project portfolio management (PPM) tool. The project manager is a shared resource with the Common Follow-Up System Migration and Modernization project. The project manager will help LEAD revise the system plans and prioritize system components for application delivery.

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KEY MILESTONES AND DATES

Milestone	Description	Dates
1	Project Initiation Begins	10/26/2012
2	Project Charter Approved	01/30/2015
3	Gate 1 Review & Approval complete	02/13/2015
4	Planning & Design begins	02/16/2015
5	Business Requirements reviewed, revised & approved	03/06/2015
6	RFP Design, Approval, and Advertisement	05/29/2015
7	Award Vendor Contract	06/12/2015
8	Planning & Design Phase complete	06/26/2015
9	Build & Execute Phase complete	09/25/2015
10	Implementation complete	10/09/2015
11	Project Closeout	11/13/2015

PROJECT BUDGET ESTIMATE

Budget Item	Original Estimated Budget	Revised Estimated Budget
Project Initiation	$4,080	$4,080.00
Planning & Design	$44,269	$12,986.50
Execution & Build	$522,988	$153,420.75
Implementation	$258,980	$75,972.88
Closeout	$2,390	$2,390.00
Total Implementation	$852,212	$248,850
Operations & Maintenance (5	$1,763,500	$1,763,500
Total Cost Ownership (5 Years)	$2,615,712	$2,012,350

LEAD has already begun to implement system enhancements based on information gained through user survey feedback and the focus group sessions. The publicly accessible pages have been updated to more readily support mobile devices. These updates include a responsive design and enhanced tools to more easily function with touch input devices.

MOVING FORWARD

In working with the assigned project manager, it has become clear that LEAD will not be able to complete all of the system objectives with the allocated budget and time. LEAD had hoped to

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be able to supplement the appropriated funds with federal grant money, however, this is no longer a scenario that LEAD can depend on. LEAD is going to use the RFP process to focus on the foundational elements to enable the merger of the two systems and then leverage internal resources to expand the tools and reporting capabilities.

By developing a solid foundation and data structure LEAD will be able to accomplish the goal of merging the applications into one system. This will eliminate the need for servers and software hosted at the Division of Employment Security.

Future Considerations

The State of North Carolina has announced changes to the information technology structure. These pending changes may impact the future of the planned project.