

State of Vermont
Agency of Digital Services
Secretary's Office
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John Quinn III, State CIO and Secretary
Shawn Nailor, Deputy Secretary

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To: Vermont Joint Fiscal Committee
From: John Quinn, Secretary, Agency of Digital Services
Re: CRF Request for Constituent Management Implementation Project Costs
Date: August 17, 2020

Total Amount Requested: \$1,000,000. The Agency of Digital Services (ADS) is seeking funding for Coronavirus Relief Fund (CRF) Constituent Management Project costs to provide a Salesforce.com constituent management solution which can be shared across the SOV, allowing for quicker responses and greater accountability from Government services. Unbudgeted implementation costs include implementation vendor costs, ADS implementation staff and software licensing costs.

Response to Pandemic:

Throughout the pandemic, SOV call-centers, email boxes, and online feedback forms have strained to meet the needs of Vermonters. Vermonters found themselves seeking assistance from a range of government services with insufficient coordination across those working on behalf of Vermonters. Each agency has some form of constituent response solution, but the need for a more centralized, shared view has been highlighted during COVID-19. ADS has worked Salesforce and our vendor partner, MTX, to design an enhanced solution that would allow visibility and coordination of Constituent Engagement across agencies. This project will increase productivity, and dramatically improve visibility into the operational data necessary for effective decision-making and cost efficiencies resulting in improved constituent services; delivering rich insight into the entire organization and making it easier to remain accountable to constituents and other stakeholders.

Urgency of Request:

There is a critical need for funding that cannot wait until the appropriations process as it is important for Vermonters to be able to quickly access essential services and information during the COVID-19 pandemic and the Constituent Management tool is an important step towards that goal. The immediate need is most acute as we face the unknowns of the new school year; we anticipate concerns and impacts across a range of constituents and government services (parents, students, teachers, communities, employers, childcare, etc.) where this centrally managed constituent service will be invaluable to providing timely and effective responses.

