

Regulatory Commission of Alaska - Case Management System Replacement

FY2025 Request: \$1,500,000
Reference No: 65165

AP/AL: Appropriation

Project Type: Information Technology / Systems / Communication

Category: Law and Justice

Location: Statewide

House District: Statewide (HD 1 - 40)

Impact House District: Statewide (HD 1 - 40)

Contact: Hannah Lager

Estimated Project Dates: 07/01/2024 - 06/30/2029

Contact Phone: (907)465-5533

Brief Summary and Statement of Need:

The Regulatory Commission of Alaska (RCA) requires a new case management system. The current system is unable to consistently meet the current needs of the division and the public. The RCA is looking for a replacement system that will be able to handle exponential file growth, website updates, meeting materials, and add greater functionality for data submission and retrieval. The RCA may utilize the expertise of a third-party consultant to determine the full extent of the functionality needed to continue providing the level of service required.

| Funding: | FY2025 | FY2026 | FY2027 | FY2028 | FY2029 | FY2030 | Total |
|-----------------|-------------|--------|--------|--------|--------|--------|-------------|
| 1141 RCA Rcpts | \$1,500,000 | | | | | | \$1,500,000 |
| Total: | \$1,500,000 | \$0 | \$0 | \$0 | \$0 | \$0 | \$1,500,000 |

| | | | | |
|---|---|---------------------------------------|---|----------------------------------|
| <input type="checkbox"/> State Match Required | <input type="checkbox"/> One-Time Project | <input type="checkbox"/> Phased - new | <input type="checkbox"/> Phased - underway | <input type="checkbox"/> Ongoing |
| 0% = Minimum State Match % Required | | <input type="checkbox"/> Amendment | <input type="checkbox"/> Mental Health Bill | |

Operating & Maintenance Costs:

| | <u>Amount</u> | <u>Staff</u> |
|----------------------|------------------|--------------|
| Project Development: | 1,500,000 | 0 |
| Ongoing Operating: | 0 | 0 |
| One-Time Startup: | 0 | |
| Totals: | 1,500,000 | 0 |

Prior Funding History / Additional Information:

Project Description/Justification:

The current STAR PSC system is over fifteen years old and requires significant manual upkeep to maintain. The current system's configuration limits the ability of Commission staff to efficiently access the system remotely, and the system lacks necessary productivity features that are standard in modern software. The website is overly complicated and cumbersome for the public to navigate, which limits the public's ability to access documents. This project will be fully funded from regulatory cost charge revenue collected by the Regulatory Commission of Alaska.