Report Title: IT Strategic Plan Summary

Agency: 350 Department of Small Business and Supplier Diversity

Current Operational IT Investments

In this section, describe the high-level strategy the agency will use to manage existing operational IT investments over the next year to 5 years. This section should align with identified Business Requirements for Existing Technology (BReTs). At minimum, please address the following questions in your description of your agencys strategy for managing existing operational IT investments:

Are there existing IT investments that will require additional funding over the next year to 5 years, such as license renewals, re-competition of current IT contracts, or system enhancements required by the Agency Strategic Plan?

If there are systems that will no longer support the agencys business needs, either through poor performance or excessive cost, how does IT leadership in the agency plan to address the issues?

If the agency does not have the staff or funding to meet increasing demand for IT services, how will IT leadership fulfill the requests?

Mission: The mission of the Virginia Department of Small Business and Supplier Diversity (SBSD) is to enhance growth opportunities for Virginias small businesses to prosper through increased revenue and job creation thereby raising the standard of living of all Virginians. IT Operating Environment: DSBSD is a small agency with approximately 50 FTEs. The office is comprised of the Headquarters which is located in Richmond, VA and satellite offices across the Commonwealth. DSBSD expects in the FY18-20 biennium to finalize the technology initiative described below. The agency expects all of their projects to be phased projects costing less than $250,000. SBSD successfully launched a new website in March of 2017 as well as a new certification portal in July of 2017 these initiatives were funded in FY16 and FY17 through turn over and vacancy savings. SBSD will be focused on the upgrading and enhancement of the Expenditure Dashboard in FY18. This overhaul allows for the capture of data for all certification data types introduced through the 2016 and 2017 legislative processes. The agency is in the process of developing a statement of work and documenting system business requirements. The agency plans to take a phased approach to development and implementation and expects the total cost to be less than $250,000. Once the Expenditure Dashboard is complete, approximately 18 months, the agency will begin developing a statement of work for the agency's Business One Stop portal. The agency has submitted a one time budget request for FY19 to support the cost associated with overhauling the Expenditure Dashboard. The agency successfully completed in FY17 an agency-wide refresh as well as implemented wireless access points allowing staff to be more productive and work in a more progressive and mobile fashion. The platforms in the Agencys technical landscape will leverage a combination of On PremisesVirtual Servers, Databases, and Secure Gateways for sensi tive data management and Hosted applications. The Virtual Servers / infrastructure maintained at CESC will cost an estimated $46,000 annually. The license cost for the DB2 Database is $11,000 annually. The IBM Hosted Applications and Software subscription / license fees required for the landscape are currently $36,000 annually. This infrastructure will support the Agencys Website, Certification Application Portal, Expenditure Dashboard, Business One Stop, Database, and Reporting and Analytics processes and functions. Once the new technology platforms are fully implemented and operationally stable, the corresponding legacy systems will be retired. The current annual costs are Binary Fountain- Expenditure Dashboard $84,414.00, Business One Stop - CyberData for Application Support $98,769.36. There will be technical continuous improvement efforts in FY19 and FY20 targeted at refining operational processes and meeting emerging policy requirements. The agency is working with VITA provided Audit services to conduct an audit of all sensitive systems in FY18.

Factors Impacting the Current IT

In this section, the agency will describe the changes in their business environment that will require or mandate changes to the agencys current IT investments. These are requirements and mandates from external sources, such as other agencies or business partners, the agencys customer base, product and service providers, or new federal or state legislation or regulations. The agency must identify the business value of the change, any important deadlines that must be met, and the consequences if the deadlines are not met. In your discussion, be sure to note whether the proposed enhancements are funded or not. If the agencys existing current IT investments will not need enhancement due to requirements or mandates from external sources in the foreseeable future, the agency should enter the following text rather than leave the Factors Impacting the Current IT section blank

For each mandated change, summarize your agencys response from your Agency Strategic Plan, and is it the opinion of agency IT leadership that the IT portion of the response is adequately funded?

Do the mandated changes effect IT in other Commonwealth agencies, or in other states? If so, how?

The agency is working to change the way it does business by leveraging new technology.

New legislation will continue to be integrated into agency systems recognizing new SWaM designations such as ESOs, HBCUs, SDVs and Micro businesses. This will impact the way the agency collects and reports data.

The agency will be focused on customer driven technology changes such as AV capabilities for hosting webinars for training and information dissemination.

The agency will continue to evaluate and implement security standards established by the Commonwealth of Virginia.

The agency is going to request application development support in the amount of $250,000 for the expenditure dashboard project. SBSD is exploring partnership opportunities with VITA on the capture and reporting of 2nd tier subcontracting spend.

The agency is continuing to implement the introduction of new legislation for the following:
·   Executive Order 20
·   ESO Certification Applications
·   Service Disabled Veterans Certification Applications
·   Historically Black Colleges and Universities
·   Acceptance of SBA certified vendors
·   Home state requirements

Continuous Improvement Efforts
·   Expenditure Dashboard
·   Business One Stop
·   Event Management

Proposed IT Solutions

In this section, describe the high-level strategy the agency will use to initiate new IT investments over the next year to 5 years in support of the agency strategic objectives documented in your Agency Strategic Plan. The agency does not need to consider specific technologies at this time, however, the strategy should identify how the IT implementation will provide business value to the organization. This section should align with identified Business Requirements for New Technology (BRnTs). At minimum, please address the following questions in your description of your agencys strategy for initiating new IT investments:

What are the most important solutions, based on the priority assigned to the requirements by the business sponsors in your agency, and what is the approach to achieving these priority

solutions?

If any new IT initiatives will be started in the upcoming budget biennium, is it the opinion of agency IT leadership that it is adequately funded?

Does the agencys current IT staff have the appropriate skill set needed to support future agency technologies? If not, what skill sets need to be acquired?

If the agency will be engaged in multiple new IT initiatives, how will agency IT staff and agency subject matter experts be used across the initiatives?

We will continue to renew applications and upgrade systems in our current operational environment.

DSBSD is proposing the following IT investments:

·   Continued enhancement of the recently launched certification portal hosted at CESC.
·   Enhancement of the Expenditure Dashboard application to reflect all new certification designations.
·   Enhancement of the Business One Stop portal to allow for a better user experience and provide up to date information on starting and growing a business in Virginia.
·   Maintain Commonwealth security standards.

The agency has leveraged turnover vacancy savings in the past to fund IT projects and initiatives. As the agency works to refill key positions, funding for major IT projects are more difficult to support.
The agency is actively recruiting for an IT Manager that will serve as the AITR and ISO liaison to the partnership. This position will have broad responsibilities to manage agency specific applications and software. The agency has contracted with VITA for both ISO and Audit support.

Report Title: Strategic Plan

Agency: Department of Small Business and Supplier Diversity

Current IT Services

Category	Costs Year 1 GF	Costs Year 1 NGF	Costs Year 2 GF	Costs Year 2 NGF
Projected Service Fees	$302,516	$0	$302,516	$0
VITA Infrastructure Changes	$0	$0	$0	$0
Estimated VITA Infrastructure	$302,516	$0	$302,516	$0
Specialized Infrastructure	$0	$0	$0	$0
Agency IT Staff	$106,400	$0	$106,400	$0
Non-agency IT Staff	$0	$0	$0	$0
Cloud Computing Service	$0	$0	$0	$0
Other Application Costs	$276,183	$0	$276,183	$0
Total	$685,099	$0	$685,099	$0

Proposed IT Investments

Category	Costs Year 1 GF	Costs Year 1 NGF	Costs Year 2 GF	Costs Year 2 NGF
Major IT Projects	$0	$0	$0	$0
Non-Major IT Projects	$0	$0	$0	$0
Agency-Level IT Projects	$250,000	$0	$0	$0
Major Stand Alone IT Procurements	$0	$0	$0	$0
Non-Major Stand Alone IT Procurements	$0	$0	$0	$0
Agency-Level Stand Alone IT Procurements	$0	$0	$0	$0
Procurement Adjustment for Staffing	$0	$0	$0	$0
Total	$250,000	$0	$0	$0

Projected Total IT Budget

Category	Costs Year 1 GF	Costs Year 1 NGF	Costs Year 2 GF	Costs Year 2 NGF	Total Costs
Current IT Services	$685,099	$0	$685,099	$0	$1,370,198
Proposed IT Investments	$250,000	$0	$0	$0	$250,000
Total	$935,099	$0	$685,099	$0	$1,620,198

Report Title: Business Requirements For Technology

Agency:	Department of Small Business and Supplier Diversity

350 DSBSD BReT Cloud Readiness Assessment 2018

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	10/17/2018
Mandate:	Yes
Mission Critical:	Yes

Description:

Governor Ralph Northam's "Executive Order 19: Cloud Service Utilization and Readiness" requires agencies to take specific actions starting this month and continuing through fall 2019.

The order requires VITA to adopt a model for evaluating and incorporating cloud services into the commonwealth's information technology (IT) strategy and services. VITA has:
Started the process of creating a cloud services model
Begun obtaining information about agency systems that can be migrated to a cloud environment
Provided an overview of the process at the recent agency information technology resources (AITR) meeting
Planned additional announcements to AITRs regarding remaining steps
Included cloud-related services and migration to the new data center in the recently awarded infrastructure contracts
Additionally, VITA and all systems must move from the Commonwealth Enterprise Solutions Center (CESC) in Chester by December of 2021. One related strategy is to reduce the number of physical servicers at CESC to prepare for the move. This means migration to the cloud must be completed by that time. It is imperative to start planning now.
Agencies' IT staff members have been asked to complete cloud assessments and should be using the results to identify resource requirements. VITA encourages agencies to evaluate their resources and discuss resource planning with the appropriate financial staff to ensure work can begin as required. Resource needs should be included requests in the upcoming budget cycle. enabled, VITA will
To identify which existing solutions can be migrated to the cloud and ensure all new IT solutions proposed be cloud- issue a hosting standard in the coming weeks. This standard will define terminology and identify requirements agencies must consider when implementing cloud-based IT solutions.

350 DSBSD BRet Cloud Readiness Assessment 2018 Business One Stop

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	1/16/2019
Mandate:	Yes
Mission Critical:	Yes

Description:

Governor Ralph Northam's "Executive Order 19: Cloud Service Utilization and Readiness" requires agencies to take specific actions starting this month and continuing through fall 2019.

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350 DSBSD BRet Cloud Readiness Assessment 2018 DBA Website

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	1/16/2019
Mandate:	Yes
Mission Critical:	Yes

Description:

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terminology and identify requirements agencies must consider when implementing cloud-based IT solutions.

350 DSBSD BRet Cloud Readiness Assessment 2018 DSBSD Certification (SWaM and DBE Database)

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	1/16/2019
Mandate:	Yes
Mission Critical:	Yes

Description:

Governor Ralph Northam's "Executive Order 19: Cloud Service Utilization and Readiness" requires agencies to take specific actions starting this month and continuing through fall 2019.

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350 DSBSD BRet Cloud Readiness Assessment 2018 DSBSD Vendor Search (SWAM and DBE)

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	1/16/2019
Mandate:	Yes
Mission Critical:	Yes

Description:

Governor Ralph Northam's "Executive Order 19: Cloud Service Utilization and Readiness" requires agencies to take specific actions starting this month and continuing through fall 2019.

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350 DSBSD BRet Cloud Readiness Assessment 2018 DSBSD Website

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	1/16/2019
Mandate:	Yes
Mission Critical:	Yes
Description:	

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350 DSBSD BRet Cloud Readiness Assessment 2018 Loan Administrator Pro

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	1/16/2019
Mandate:	Yes
Mission Critical:	Yes
Description:	

Governor Ralph Northam's "Executive Order 19: Cloud Service Utilization and Readiness" requires agencies to take specific actions starting this month and continuing through fall 2019.

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350 DSBSD BRet Cloud Readiness Assessment 2018 ProTrax SBSD

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	1/16/2019
Mandate:	Yes
Mission Critical:	Yes
Description:	

Governor Ralph Northam's "Executive Order 19: Cloud Service Utilization and Readiness" requires agencies to take specific actions starting this month and continuing through fall 2019.

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350 DSBSD BRet Cloud Readiness Assessment 2018 SWaM Administration

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	1/16/2019
Mandate:	Yes
Mission Critical:	Yes
Description:	

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350 DSBSD BRet Cloud Readiness Assessment 2018 SWaM Certification Application Status Search

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	1/16/2019
Mandate:	Yes
Mission Critical:	Yes

Description:

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350 DSBSD FY14-16 ITSP

BRT Type:	Business Requirement for New Technology
Date Submitted:	11/11/2014
Mandate:	No

Mission Critical:	No

Description:	

Moving from Internet Explorer 8 to Internet Explorer 10 poises a problem for our database. It is not compatible.
Changes to the SWaM database are required.

BReT - IE10

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/24/2014
Mandate:	
Mission Critical:	
Description:	

Upgrade IE8 to IE10.

BRnT SBSD Technology Initiative 2016

BRT Type:	Business Requirement for New Technology
Date Submitted:	3/24/2016
Mandate:	No
Mission Critical:	Yes
Description:	

Create new technology platforms to replace legacy systems for core processes of Business Registration - Business OneStop, Agency Website, Certification, Expenditure Reporting, Marketing for Business Outreach and Development.

Certification Database BRET

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	11/10/2014
Mandate:	No
Mission Critical:	
Description:	

Certification Database BReT

Commonwealth Risk Compliance BReT

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	

Mandate:	Yes
Mission Critical:	
Description:	

Mitigation plan for risk

DSBSD IT Sourcing BReT	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	10/6/2016
Mandate:	No
Mission Critical:	
Description:	

Messaging BReT:
VITA is initiating disentanglement from NG messaging services in 2016. Messaging Services for email, enterprise collaboration services, and mobile device management are required for 45 users in our agency. We also have 75 applications that have hooks into messaging services which will need to be tested. Workplace Collaboration Services (VITA provided SharePoint) SBSD does not use WCS SharePoint. We have 1 applications serviced via AirWatch which will need remediation.

IBM Mainframe BReT:
VITA is initiating disentanglement from NG IBM Mainframe services in 2016. SBSD has 2 number of applications on the IBM which will need to be migrated and tested during this transition.

Server/storage (including housing of equipment) BReT:
VITA is initiating disentanglement from NG servers and storage. SBSD has 4 number of servers which will need to be migrated and tested during this transition. Five applications will be affected by this move and will need to be tested.

Authentication/directory services BReT:
SBSD has Five number of applications which will need to be migrated and tested during the authentication/directory services transition. Number of users (internal and external) are 45 internal and 15 external.

End user computing BReT :
SBSD has 30 number of desktops and 25 number of laptops and 8 network printers which will need to be migrated.

Data networks BReT :
SBSD has no number of networks that are not mpls whichwill need to be migrated.

Voice Networks BReT:
SBSD has 75 UCaaS phone lines and 5 other phone lines which will need to be migrated.

Cloud Computing BReT:
SBSD is investigating moving 10 number of applications to a Cloud services vendor. The business reason for the move is to <reduce costs; increase efficiencies; reduce IT agency footprint; etc.>. Applications are cloud ready. Agency not need to bring in outside consulting to assess what needs to be done to the applications and supporting infrastructure in order to become cloud ready.

Security Services BReT:
To meet Commonwealth Security requirements, SBSD will engage VITA's Shared Security Services/procure outside security services from an outside vendor utilizing DPB funds .

Internet Usage BReT:
SBSD projects that internet usage will increase by 50% due to cloud delivered applications. Some examples of why internet usage might increase are as follows: an increase use of video streaming, an increase in user access to the internet, etc.

DSBSD Relocation BRET

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	11/10/2014
Mandate:	No
Mission Critical:	Yes
Description:	

DSBSD Relocation to the Monroe Tower

Integrated Website BRNT

BRT Type:	Business Requirement for New Technology
Date Submitted:	11/10/2014
Mandate:	No
Mission Critical:	
Description:	

Integrated Website

Micro Businesses BRNT

BRT Type:	Business Requirement for New Technology
Date Submitted:	11/10/2014
Mandate:	No
Mission Critical:	Yes
Description:	

Integrating Micro Businesses into DSBSD database

New Phone System BRNT

BRT Type:	Business Requirement for New Technology
Date Submitted:	11/10/2014
Mandate:	
Mission Critical:	

Description:

New Phone System

Phone System BRNT

BRT Type:	Business Requirement for New Technology
Date Submitted:	11/10/2014
Mandate:	
Mission Critical:	

Description:

Phone System

Security Compliance BRET

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	2/24/2015
Mandate:	Yes
Mission Critical:	

Description:

Mitigation plan for security compliance.

Report Title: Appendix A 18 - 20 Report

Agency: Department of Small Business and Supplier
                Diversity

Agency Head Approval: No

There are no Category 1, 2, or 3 IT Projects and no Budget Category: Major IT Projects for this
agency.

Report Title: Appendix A 18 - 20 Report

Agency: Department of Small Business and Supplier Diversity

Agency Head Approval: No

There are no stand alone major procurements for this agency.