

# Report Title: 2020 - 2022 IT Strategic Plan

Agency: 136 Virginia Information Technologies Agency (VITA)

Date: 6/5/2020

## 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 agency's 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 agency's 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?**

The Virginia Information Technologies Agency (VITA) is the commonwealth's consolidated information technology organization. VITA's responsibilities fall into the following primary categories:

- Governance of the commonwealth's information security programs in support of the responsibilities of the Chief Information Officer of the commonwealth;
- Operation of the IT infrastructure, including all related personnel, for the executive branch agencies declared by the legislature to be in-scope to VITA;
- Governance of IT investments in support of the duties and responsibilities of the Information Technology Advisory Council and the Chief Information Officer of the commonwealth;
- Sourcing and procurement of technology on behalf of other state agencies and institutions of higher education, and participating localities.

The new multi-sourcing service delivery model brings opportunities for offering enhanced/additional services, obtaining cost savings and reducing the risk associated with such a significant reliance on a single partner. The change in the service delivery platform provides VITA with the opportunity to enhance and improve the services provided to its customers, and also is an opportunity for VITA to embed additional IT governance practices that will ensure the safety and protection of sensitive data and mission-critical applications used throughout the commonwealth. The aims for the new service delivery platform include:

- Improved service delivery quality
  - Improved ease of doing business with VITA
  - Increased flexibility in selection of services offered by VITA
  - Enhanced cost competitiveness
  - Increased innovation
  - Increased transparency in service delivery options and spending
  - Strengthened capabilities for commonwealth oversight in the areas of IT procurements and IT project management
  - Increased security related to protection of commonwealth assets
- The Agency IT Strategic Plan includes initiatives that VITA believes are in support of each of the strategies identified in the Commonwealth Strategic Plan for Information Technology.

IT Strategy 1 - Position VITA to become an enterprise services broker.

By the end of the 2020-2022 biennium complete an analysis to identify gaps and improvements needed to facilitate the technology environment.

IT Strategy 2 - Leverage existing Commonwealth technologies and introduce new technologies that allow effective, measurable sharing of data and support for cutting-edge analytic tools.

During the 2020-2022 biennium, increase to 10% the number of executive branch agencies participating in the data

governing process and data sharing, with a 30% increase year over year.

IT Strategy 3 - Implement effective, measurable data governance strategies to ensure Code compliance.

During the 2020-2022 biennium increase the number of agencies:

- adopting and implementing information exchange and interoperability standards
- developing minimum metadata definition and access standards for commonwealth data systems, and
- supporting data sharing through participation in the Commonwealth Data Trust and engagement in the data governance framework.

IT Strategy 4 - Maintain targeted cyber risk levels to ensure the confidentiality, integrity and availability of commonwealth data and systems.

Over the plan timeframe, maintain 100% of agency information security programs in compliance, and at least 95% of commonwealth systems within established risk thresholds

IT Strategy 5 - Ensure the availability of commonwealth infrastructure and systems.

During the 2020-2022 biennium work with application owners to establish application availability performance measures and targets, and document actions to be taken if actual results do not meet the performance measures.

IT Strategy 6 - Employ effective IT management investment practices to ensure continued modernization of applications across the Commonwealth.

By the end of 2020 establish standards for modernization and a process to annually evaluate applications utilizing obsolete or prohibited technologies. Identify necessary and appropriate investments to continue to modernize the commonwealth environment.

IT Strategy 7 - Transition the current application environment to a cloud ready environment.

Migrate at least 85% of targeted physical servers to cloud computing infrastructure by 2021

IT Strategy 8 - Promote and support collaborative and enterprise applications to achieve economic, operational, and service benefits.

By the end of the 2020-2022 biennium establish a process and related governance to identify collaborative and enterprise opportunities and broker the implementation of the resulting applications or services

IT Strategy 9 - Maintain compliance with Code of Virginia and regulatory requirements.

By the end of 2020, ensure 100% of approved IT investments comply with Code, Executive Orders, and regulatory requirements. Current Executive Orders with explicit directive involving VITA or Information Technology are as follows:

- EO 19 - Cloud Service Utilization and Readiness
- EO 47 - Establishment of the Virginia Data Commission, the Virginia Executive Data Board, and the Virginia Data Governance Council
- EO 48 - Expanding Opportunities for Virginians with Disabilities

IT Strategy 10 - Leverage proven technology solutions to increase the support for the mobile workforce in the commonwealth.

By the end of 2021 develop a formal business requirements and technology profile for a mobile worker. Conduct a gap analysis against existing services to identify the additional technologies and services necessary to fully support them.

IT Strategy 11 - Identify the issues and opportunities associated with emerging applications and solutions incorporating an Artificial Intelligence component.

By the end of 2021, develop an approach for Artificial Intelligence (AI) or machine language use within commonwealth IT applications and services, and adopt governance to regulate AI implementations.

IT Strategy 12 - Promote IT investments and contracts that enhance the commonwealth's Return on Investment.

By the end of the 2020-2022 biennium establish supportable Return on Investment (ROI) targets for new and renewal IT investments and implement a process which incorporates an ROI analysis into the IT investment business case.

IT Strategy 13 - Improve the citizen interaction and experience.

By the end of 2021 investigate, and if appropriate, implement a commonwealth wide citizen satisfaction survey to collect data for improvements in citizen online interaction and experience.

IT Strategy 14 - Provide a stable, viable IT network ecosystem.

By the end of 2021 define network performance requirements, implement a tool to provide measurements, and identify and prioritize necessary network upgrades.

IT Strategy 15 - Promote and support a fully functioning remote workforce.

By the end of 2021 define network performance requirements, implement a tool to provide measurements, and identify and prioritize necessary network upgrades.

By the end of 2020 define the remote workforce technology profile, including the technologies and services needed, and determine the necessary governance requirements. Current Executive Order supported by this strategy:

EO-55 Temporary Stay at Home Order Due to Novel Coronavirus (CoVID-19)

#### Skills Assessment & Gap Analysis

In order for VITA to achieve its strategic business and technology objectives, it will be essential for us to have the right balance of people and skills needed to carry VITA and the commonwealth into the future. VITA has submitted a budget decision package to conduct a Skills Assessment which will include the identification of desired skills, an assessment of current staff skills and a gap analysis. There is a potential need for a tool that will allow VITA to conduct ongoing assessments of staff skills.

VITA's business plan includes three strategic planning goals for the FY 2019-2022 period also supports the strategies identified in the (CSPIT) for 2019-2024 and the 2019 Commonwealth Technology Business Plan (CTPB). See below for details.

- VITA Goal #1:
- Cybersecurity - Ensure Commonwealth information technology systems, resources and information assets remain available and are protected from loss, damage and misuse
- VITA Strategies Supporting the Goal:
- Develop and implement a plan to migrate the COV technology systems, resources and information assets remain available
- Develop and implement a comprehensive CESC Migration Plan (ongoing)
- Coordinate and implement EO-19 effort (ongoing) Enroll agencies in centralized audit and ISO services (ongoing)
- Improve compliance reporting (ongoing)
- Implement new security service offerings (ongoing)
- Establish a program to evaluate commonwealth cyber security risk through probability of occurrence, material impact, and time horizon (ongoing)
- Expand the ability of agencies to assess the risk to their IT environments (ongoing)
- Update and refine the enterprise security incident playbook (ongoing)
- Evaluate incident response and cyber insurance resources (ongoing)
- Evaluate commonwealth cyber liability and appropriate cyber insurance models (ongoing)
- Establish and implement new COV operational security model (ongoing)
- Proposed CSPIT Strategies Supported
- IT Strategy 4 - Provide security controls for the protection and integrity of commonwealth data
- IT Strategy 5 - Ensure the availability and stability of commonwealth infrastructure and systems to support a productive work environment
- IT Strategy 7 - Transition the current application environment to a cloud ready environment
- CTPB Strategies Supported:
- Technology Business Strategy 1 - Implement programs and tools that enable all citizens to interact with government safely and securely, and when, how, and where they want to interact

- Technology Business Strategy 4 - Support initiatives and investments that make Virginia the leader in IT security and cyber security
  - Description of how VITA Goals Support the Commonwealth Strategies:
  - VITA's team of security professionals is actively engaged in the security of the commonwealth's data and infrastructure.
  - VITA recently began offering ISO services as a service that is available to agencies.
  - The security team is heavily engaged in the relocation of the data center in a manner that protects the data and physical assets of the commonwealth.
  
  - VITA Goal #2:
  - IT Infrastructure Services - Ensure the operating environment that supports the Commonwealth's ability to provide services to its citizens has clear processes, quality delivery, and is adaptable to change.
  - VITA will proactively implement new technologies and solutions.
  - VITA Strategies Supporting the Goal:
- VITA will focus on customer success and understanding our customers' business needs and strategic objectives and will proactively impact and implement these within the platform to readily provide value to our customer base. To accomplish this, VITA will:
- Conduct biannual customer satisfaction surveys Increase the number of supplier demonstrations with VIP
  - Support the Commonwealth Data Internship Program (CDIP) Streamline the SPLM Process
  - Create market test and rebid engine
  - Establish demand management function Fully implement the MSI Model)
  - Plan and build capacity for the expansion of internet band-width)
  - Execute VITA's 5 Y Roadmap
  - Evolve and execute PRO Processes for governing suppliers
  - Identify services necessary to migrate systems to the cloud
  - Migrate systems to the cloud
  - Support EO-35 for Advancing Equity for Small- Women-, Minority-, and Service Disabled Veteran - owned business in State Contracting
  - Identify and implement a cloud solution to replace CTP
  - Develop an approach for artificial intelligence
  - Develop a platform for measuring network performance
  - Proposed CSPIT Strategies Supported
  - IT Strategy 1 - Position VITA to become an enterprise services broker
  - IT Strategy 2 - Leverage existing Commonwealth technologies and introduce new technologies that allow effective, measurable sharing of data among state, regional, local public entities and public institutions of higher education
  - IT Strategy 3 - Implement effective, measurable data governance strategies to ensure Code compliance
  - IT Strategy 5 - Ensure the availability and stability of commonwealth infrastructure and systems to support a productive work environment
  - IT Strategy 7 - Transition the current application environment to a cloud ready environment
  - IT Strategy 10 - Leverage proven technology solutions to support and expand the mobile workforce in the commonwealth
  - IT Strategy 11 - Identify the issues and opportunities associated with emerging applications and solutions incorporating an Artificial Intelligence or machine learning component.
  - IT Strategy 12 - Promote IT investments and contracts that enhance the commonwealth's Return on Investment.
  - IT Strategy 14 - Provide a stable, viable IT network ecosystem.
  - IT Strategy 15 - Promote and support a fully functioning remote workforce
  - CTPB Strategies Supported:
  - Technology Business Strategy 2 current application sharing and governance to support decision making from data already collected
  - Technology Business Strategy 3 - Expand technology platforms to include tools that support productivity and Virginia's goal of remaining the best-managed state.
  - Description of how VITA Goals Support the Commonwealth Strategies
  - VITA's multi-sourcing services delivery model positions VITA to be an enterprise service broker offering the best in breed of technologies to the commonwealth. It provides VITA the opportunity to be more agile and flexible in meeting customer demand for services.
  - VITA supports the governor and the chief data officer in their pursuit of shared data across the enterprise.
  - VITA also supports E9-1-1 and its data analytics efforts.
  - VITA is currently with the MSI and other STS to implement SLAs and monthly reporting against performance metrics.

- VITA has plans to address the latency and bandwidth issues experienced by the commonwealth.
- VITA has plans identify services necessary to migrate to the cloud and establishing a cloud governance model.
- VITA Goal #3:
  - IT Governance, Financial Framework, Workforce Planning and Workflow - Ensure that VITA's staff, processes, organization and decision-making efforts are effective and efficient, and customers find it easy to do business with us.
  - VITA Strategies Supporting the Goal:
    - Execute VITA's 5 Y Roadmap and conduct biannual customer satisfaction surveys and periodic health checks as identified in the 5 Y Roadmap
    - Draft and communicate a standard for IT Strategic Planning and identify opportunities to improve the process
    - Analyze agency IT strategic plans and RTIP for enterprise opportunities
    - Demonstrate the value of services via market competitive rates and offerings
    - Meet the ITISP business case or better during transformation to new service provider contracts
    - Develop a plan that encourages enterprise thinking in the use of IT Services
    - Implement statewide contracts that support customer needs and enhance the ROI for the commonwealth
    - Develop and implement a governance standard for IT procurements and train agencies on the standard Coordinate and support the statewide deployment of Next Generation 9-1-1 Identify costs associated with moving to the cloud
    - Mature the COV associated with moving to the cloud
    - Conduct bi-annual customer satisfaction surveys
    - Develop a platform for measuring and analyzing agency performance
    - Define requirements for a more remote workforce
    - Proposed CSPIT Strategies Supported
      - IT Strategy 6 - Employ effective IT management investment practices to ensure continued modernization of applications across the commonwealth
      - IT Strategy 7 - Transition the current application environment to a cloud ready environment
      - IT Strategy 8 - Promote and support collaborative and enterprise applications to achieve economic, operational, and service benefits
      - IT Strategy 9 - Maintain compliance with Code of Virginia and regulatory requirements
      - IT Strategy 12 - Promote IT investments and contracts that enhance the commonwealth's Return on Investment.
      - IT Strategy 13 - Improve the citizen interaction and experience.
      - IT Strategy 15 - Promote and support a fully functioning remote workforce
  - CTPB Strategies Supported:
    - Technology Business Strategy 4 - Support initiatives and investments that make Virginia the leader in IT security and cyber security
    - Technology Business Strategy 5 - Expand support enterprise and collaborative IT investments
  - Description of how VITA Goals Support the Commonwealth Strategies
  - VITA and the MSI are in the process of assessing the current environment and identifying applications and devices that are approaching end of life and should be replaced/updated.
  - VITA's strategic plan initiatives that will improve the quality and efficiency of the IT Strategic Planning Process and its ability to extract data from the plans for analysis and evaluation of enterprise opportunities.
  - ITIM will monitor investments in IT to ensure that Code of Virginia or other regulatory mandates are met.

In order for VITA to achieve its strategic business and technology objectives, it will be essential for us to have the right balance of people and skills needed to carry VITA and the commonwealth into the future. VITA has submitted a budget decision package to conduct a Skills Assessment which will include the identification of desired skills, an assessment of current staff skills and a gap analysis. There is a potential need for a tool that will allow VITA to conduct ongoing assessments of staff skills.

#### Current IT Investments

VITA's current IT investments are focused on the support of the agency's strategic goals and full implementation of the multi-sourcing service delivery model. VITA's strategy for managing existing IT investments includes:

- Sustaining its existing governance processes and methodologies, enterprise architecture oversight, security and risk management assessment and compliance, sourcing and procurement controls, project management oversight, and VITA applications
- Strengthening its supplier-management protocols and capabilities
- Enhancing its development and deployment of policies, standards, management tools and techniques, and best practices addressing the entire IT investment lifecycle

Current IT Investments and related challenges are included below:

- VITA went live with a replacement of its legacy telecommunications billing system with a modern Telecommunications Expense (Management) and Billing System (TEBS) in July 2017. However, VITA continues to experience system issues, excessive time periods for resolution of issues, missing or incomplete functionality and general support from the service provider. This has resulted in a backlog of billing disputes due to incorrect billing; incomplete billing; delays in customer billing, etc. VITA is currently evaluating its options which may include upgrades to TEBS, replacement of TEBS, or rolling the Telco Billing into the IT Financial Management Tool (ITFM) once it has been properly tested and is fully functional.
- VITA has invested significant dollars in the implementation of an IT Financial Management Tool as part of our contract with the MSI (SAIC). At this point, ITFM is approximately one year behind schedule and is still experiencing difficulties in obtaining and processing data from the various sources. However, due to a licensing issue with the current CMDB, VITA found itself in a position with piloting the new ITFM Tool (using Keystone Edge and Digital Fuel) for the billing of services with the exception of those services still being billed from TEBS. Billing data for the month of June will be processed using the new tool, providing VITA and SAIC with the opportunity to iron out any trouble spots prior to an actual go live for July billings. It is anticipated that there will be a number of billing disputes to correct billing errors.
- VITA has completed the implementation of a content management consolidation project procuring a single content management system and integrated websites for Virginia.gov, the governor's and lieutenant governor's websites as well as VITA's own website. This supports the statewide strategic goal of more transparency in government.
- A small IT investment will be required in this biennium for upgrades to existing system and application software and tools (including Windows 10 OS, SQL Server 2008 upgrades, Oracle 11G, MS Office 2016 Upgrade).
- With the continued implementation of a comprehensive Customer Relationship Management (CRM) system, the VITA Customer Account Support Tool (VCAST) provides for a single automated solution for tracking and reporting on customer interactions and issues. This solution has facilitated sharing of customer contact histories across the organization. Planned enhancements include development of a catalog of customer information sources, implementation of a federated customer data model, development of a CRM technology roadmap and a customer portal, and implementation of mobile devices for customer-facing staff.
- The existing Commonwealth Technology Portfolio tool (CTP), used for IT investment management and for project management is not well suited to the complexity of the evolving Governance environment and will likely require significant investment in improvements, enhancements, or a replacement during the biennium. Executive Order 19 provides an opportunity for VITA to seek a cloud-based solution that is more modern, flexible, but will still meet our needs for IT Governance and commonwealth portfolio management.
- VITA Internal Portfolio is a custom-designed agency application used to track and manage resources and assign work to ensure clear visibility of resource utilization and capacity. Investment in a new, more robust tool that would provide consistency and facilitate tracking and reporting is needed. It is possible that whatever solution that is procured for the CTP Replacement can also be utilized for internal portfolio management of projects and resource management.
- Enterprise Data Sharing - In 2011, The Secretarial Committee on Data Sharing issued a series of recommendations supporting the sharing of data amongst commonwealth entities. VITA currently provides support to the Chief Data Officer in establishing data sharing agreements and associated policies and tools to ensure the safety and security of commonwealth data. VITA is looking to provide a hosted data management service to assist agencies in publishing, sharing and finding data across the commonwealth.
- Identification of a Microsoft Strategy - VITA currently supports both the Google and Microsoft Platform and applications. Ongoing costs of operating in both environments need to be assessed and an appropriate strategy for going forward needs to be identified. How are we going to use MS on Enterprise Services for retained services and COV MS Licensing (EA, Reseller, Vendors and what they cover).
- Executive Order 19 and Cloud Readiness - In compliance with Executive Order 19, VITA is required to adopt a model for evaluating and incorporating cloud services as an available service to the commonwealth. In addition, Executive Order 19 requires all agencies to evaluate existing applications for readiness to be moved to the cloud. VITA has identified the need to assess the following for cloud readiness:
  - o AIS - Oracle Physical Servers

- o Commonwealth Technology Portfolio (Oracle Primavera Portfolio Management (OPPM))
- o Governor's Office and VITA's CRM Physical Server
- o Integrated Services Program (ISP) Imaging
- o 2018 SQL Services
- o Telecommunications Expense Management and Billing Solution (TEBS)
- o Security Asset Inventory and Risk Management Systems (RSA ARCHER)

- Workplace Productivity Solution - was a service offered to VITA customers, but has now been discontinued.

- 2008 Servers - VITA has identified a number of physical servers still running Windows 2009. VITA is currently in the process of developing a migration plan to address either an upgrade to the physical server or a transition to a virtual server utilizing current technologies.

Funding for these initiatives will come from VITA's operating budget as funds are available. Should additional funds be required, VITA will pursue the use of the Line of Credit or submit requests for additional funds.

### **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 agency's current IT investments. These are requirements and mandates from external sources, such as other agencies or business partners, the agency's 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 agency's 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 agency's 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 affect IT in other Commonwealth agencies, or in other states? If so, how?**

The following changes to VITA's business environment are anticipated and will impact current and future IT investments:

- Mainframe Enterprise Strategy - Our current mainframe contract expires in January 2022. As agencies elect to move applications out of the mainframe environment, the costs of providing mainframe services to remaining agencies may become cost prohibitive. As a result, VITA is in the process of working with agencies that currently have mainframe applications or use the mainframe for data storage to identify alternative strategies.
- Data Center Move - the lease on the CESC data center facility expires in December 2021. VITA and the appropriate service tower suppliers are in the process of developing a plan for the relocation of the data center. As part of the relocation strategy, VITA is attempting to move as many applications supported in the data center to the cloud and thus reduce the number of physical servers that need to be relocated.
- Network Latency and Bandwidth Issues - VITA has received multiple concerns raised by its customers regarding latency and bandwidth issues. Much concern has been expressed about additional bandwidth needs as agencies comply with Executive Order 19 to move applications to the cloud. VITA has agreed that an analysis of the data needs to be conducted and an appropriate networking/bandwidth strategy developed.
- Executive Order 19 - Agencies are under specific guidelines to assess applications for cloud readiness. Leveraging cloud services models will allow the Commonwealth to:
  - Speed up delivery of business solutions through faster paths to production;
  - Provide flexible solutions capable of quickly adapting to new and changing business solutions;
  - Reduce operations and maintenance requirements for basic needs such as power and space;
  - Provide transparency so that customers are more aware of what they get for their money;
  - Provide service elasticity to support increased citizen needs at peak times; and

- Provide a structure that allows for a more resilient environment in the case of a disaster or service outage.

- The 2019 General Assembly passed language that requires VITA to provide additional support and oversight for "high risk-high profile" contracts. It is likely that some type of technology will be needed for monitoring, tracking and reporting - but it is too soon to have any reasonable anticipation of exactly what those needs are. VITA was given an additional 4 FTEs to meet the monitoring requirements.

- Re-bid of Service Contracts - several of the sourcing contracts will be reaching their first renewal/rebid opportunity. VITA has already made the decision to re-compete messaging and will be looking at alternatives to the mainframe service. Additional contracts with other service providers will also be at or near the time for renewal during this period.

- Five Year Maturity Plan - VITA is in the process of developing a five year plan that focuses primarily on maturing the platform, but also includes activities for maturing VITA as an organization that will position VITA to better support the platform and the multi-sourcing services delivery model. It is unclear at this time if additional technology investments will need to be made to manage VITA agency operations and the platform.

Additional factors that may potentially require changes to VITA's current IT investments and additional funding include those listed below.

- The anticipated growth in Virginia residents' demands for public services may require new or expanded technologies and/or technology services most specifically increase internet usage. This increased usage may require additional investments in this area.

- The pace of technological change continues to increase, which may require additional unanticipated investments to modernize software in order to meet security standards and reduce maintenance cost.

- The consumption and analysis of governance-related data and decision-making information has been increasing. Changes in customer demands for VITA to provide additional services in the area of data management and analytics may result in the need for additional, unplanned IT investments.

A significant share of VITA's workforce is retirement-eligible or nearing this eligibility. At the same time, VITA, like all of state government, is encountering difficulty in hiring and especially retaining skilled workers. Further, the transition to the new environment and new solutions will require specialized skills (for example, in the areas of vendor management and systems integration management). VITA expects that additional funding will be needed to enable VITA's staffing to fully support its business model by attracting and retaining talent, with in-demand skillsets, and by providing for knowledge transfer and business continuity/staff succession planning.

To assist the commonwealth in this new world of remote work that we find ourselves in, VITA has had to make some rapid adjustments to our infrastructure to increase the capacity and bandwidth for remote work and has increased our service offerings to include tools that will enhance the remote work experience. Specifically, VITA upgraded our infrastructure to support upwards of 30,000 users on VPN from 5000, and upgrading our internet circuits. In addition, the following services have been implemented or are in the process of being deployed for agencies now:

Zscaler Private Access (ZPA), which is known as VITA Secure Remote Access (VSRA) - This is an application-level product that allows secure access to applications, data and file shares without connecting to VPN. (VSRA), allows applications to securely communicate with VITA hosted systems through an application level secure tunnel without the need for a VPN connection. This service provides users the ability to access essential applications from anywhere.

Cloud Virtual Desktops (aka Remote Workspaces) - Remote workspaces is designed to allow agencies to deploy virtual workstations to users with a Commonwealth of Virginia (COV) account but who do not have access to a COV-issued workstations or other mobile computing devices. This cloud-based, virtual desktop interface that can be accessed on a wide range of COV and non-COV devices, such as a personal computer, (e.g. Windows desktop, web, MacOS, iOS, Android) and on web browsers like Firefox and Chrome, without the need for a virtual private network (VPN) connection.

E-Signature Solutions - This is DocuSign for Government. Which allows agencies to continue the business of the Commonwealth and implement capabilities to digitize processes that require send and sign agreements for electronic signature and maintain a complete audit trail. This service allows for the ability to Sign documents anytime, anywhere, on any device with automated routing, signer identification, and capture legally enforceable signatures.



Due to the COVID-19 pandemic and concern for the safety of our employees and the commonwealth, VITA has transitioned to a near 100% remote work environment and will remain in "remote" status at least until Labor Day. At that time VITA will evaluate the recommendations of the Return to CESC Workgroup to determine when and under what conditions we will return to CESC. The pandemic may also impact our funding and resources that are available to implement our proposed strategies. We will re-examine our priorities once we have a better understanding of the financial impact of COVID-19 to the commonwealth.

### **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 agency's 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 agency's 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?**

VITA's strategy for its new IT investments centers on the multi-sourcing services platform and includes an emphasis on improvements in the services delivered, establishment of governance for new technologies, strengthening of supplier relationships, and improved ease of doing business. VITA's approach to planning for future investments will include the incorporation of longer-range planning, the use of "best in breed" technology solutions and a greater focus on multi-agency/enterprise solutions as well as business readiness support.

During this planning period, VITA and the MSI must finalize implementation of the ITFM Toolset for billing, chargeback, financial forecasting, etc. Because of ongoing issues with TEBS, VITA is considering alternatives for Telco ordering and billing. An option that is being considered is to include this functionality within the ITFM Toolset that is currently being implemented. At this point, it is unclear whether or not this is a viable option. Funds were not approved for an upgrade to TEBS, so VITA may find itself in the position of purchasing another solution for Telco.

VITA and the MSI will also explore the implementation of processes that will assist in software license management, deploying deliverables and tracking obligations. Currently, there is no tool available; but VITA and the MSI will work together to define efficient and effective processes.

VITA has already made the decision to replace the current messaging provider prior to the end of the initial contract period. A decision has not yet been made whether or not VITA will just replace the current provider or will re-compete the entire contract. The mainframe contract is also set to expire in January of 2022 and VITA is looking at alternative solutions for mainframe customers - as the ability to continue to provide mainframe services for existing customers may become cost prohibitive

- **Calendaring Tools** - VITA is in the process of piloting a calendaring application (Roadmunk) that will give VITA the opportunity to develop and manage high level strategic calendars as well as more detailed tactical calendars. Currently licenses to the application are restricted to a few users, but if VITA adopts this tool, additional licenses may be needed.

- **Five Year Maturity Plan** - VITA is in the process of developing a five year plan that focuses on maturing both the platform and internal agency operations. This plan includes activities for maturing VITA as an organization that will position VITA to better support the platform and the multi-sourcing services delivery model. It is unclear at this time if additional technology investments will need to be made to manage VITA agency operations and the platform.

- Skills Assessment - As part of the five-year plan, VITA intends to conduct a skills assessment and gap analysis for the skills VITA needs to operate and govern the multi-sourcing services delivery model. VITA currently utilizes a homegrown SharePoint tool that may no longer meet our needs. VITA is currently having discussions with its own SharePoint Team, CapTech and Gartner about updating/replacing the tool and conducting the skills assessment and gap analysis. If a new tool is preferred, funding does not exist within our current budget. A budget decision package has been submitted for FY 20 to support this initiative.
- Software License Management - Currently VITA does not have an adequate tool for managing its software investments and needs to procure a solution.
- Ongoing use of SharePoint - VITA currently utilizes SharePoint for knowledge management, management of risk and issues as well as for collaborations and information sharing amongst project teams, program areas, etc. Some functionality was broken with the upgrade to the current version of SharePoint. VITA needs to assess the functionality of the cloud version of SharePoint and make a determination as to whether it will meet VITA's needs.
- 9-1-1- Data Analytics - The E-011 Services Board needs the ability to analyze local call data (not currently available to the board) to ensure that the NG9-1-1 implementation does not negatively impact system performance. This was identified as a need in 2016 and it is understood that funding has been included in the FY 20 budget for the procurement. (Note: The Integrated Services Program will be transition to the Virginia Department of Emergency Management (VDEM) in July 2020.
- The transition to the new environment will require specialized skills (for example, in the areas of vendor management and systems integration management). As vacancies occur, positions will be reviewed to make sure that required skills for the multivendor environment will be incorporated into VITA staff roles. VITA expects that additional funding will be needed to enable VITA's staffing to fully support its business model by attracting and retaining talent with in-demand skillsets and retooling and training current staff. In addition, VITA supports ongoing knowledge transfer and business continuity/staff succession planning, especially in light of the high percentage of staff that is eligible for retirement.
- VITA will be developing the Enterprise Project Management Office during 2020 and will be investing in an enterprise resource management model and tool as part of the EPMO effort.

In addition to the IT projects that are already underway, the VITA Agency Strategic Plan includes projects to address:

- Integration of new reporting and assurance methodologies for the new enterprise environment
- Planning for the use of IT Services by non-executive branch agencies
- Continued development of workforce strategies that will provide VITA with the staffing levels necessary to support its mission
- Establishing automated workflows with dashboard capabilities

# Report Title: IT Strategic Plan Budget Tables

Agency: 136 Virginia Information Technologies Agency (VITA)

Date: 6/5/2020

<b>Current IT Services</b>				
	<b>Costs Year 1</b>		<b>Costs Year 2</b>	
<b>Category</b>	<b>GF</b>	<b>NGF</b>	<b>GF</b>	<b>NGF</b>
<b>Projected Service Fees</b>	\$7,054.00	\$3,000,000.00	\$7,054.00	\$3,000,000.00
<b>VITA Infrastructure Changes</b>	\$0.00	\$0.00	\$0.00	\$0.00
<b>Estimated VITA Infrastructure</b>	\$7,054.00	\$3,000,000.00	\$7,054.00	\$3,000,000.00
<b>Specialized Infrastructure</b>	\$0.00	\$1,205,288.00	\$0.00	\$1,205,288.00
<b>Agency IT Staff</b>	\$0.00	\$9,206,192.00	\$0.00	\$9,206,192.00
<b>Non-agency IT Staff</b>	\$0.00	\$8,652,380.82	\$0.00	\$8,652,380.82
<b>Cloud Computing Service</b>	\$0.00	\$571,301.00	\$0.00	\$571,301.00
<b>Other Application Costs</b>	\$0.00	\$1,203,371.00	\$0.00	\$1,203,371.00
<b>Total</b>	\$7,054.00	\$23,838,532.82	\$7,054.00	\$23,838,532.82
<b>Proposed IT Investments</b>				
	<b>Costs Year 1</b>		<b>Costs Year 2</b>	
<b>Category</b>	<b>GF</b>	<b>NGF</b>	<b>GF</b>	<b>NGF</b>
<b>Major IT Projects</b>	\$2,000,000.00	\$7,986,587.00	\$2,000,000.00	\$2,577,736.00
<b>Non-Major IT Projects</b>	\$0.00	\$240,000.00	\$0.00	\$240,000.00
<b>Agency-Level IT Projects</b>	\$0.00	\$4,315,569.00	\$0.00	\$4,315,569.00
<b>Major Stand Alone IT Procurements</b>	\$20,232,471.00	\$6,935,600.00	\$26,738,971.00	\$0.00
<b>Non-Major Stand Alone IT Procurements</b>	\$0.00	\$0.00	\$0.00	\$0.00
<b>Agency-Level Stand Alone IT Procurements</b>	\$0.00	\$5,153,371.62	\$0.00	\$5,153,371.62
<b>Procurement Adjustment for Staffing</b>	\$0.00	\$0.00	\$0.00	\$0.00
<b>Total</b>	\$22,232,471.00	\$24,631,127.62	\$28,738,971.00	\$12,286,676.62
<b>Projected Total IT Budget</b>				
	<b>Costs Year 1</b>		<b>Costs Year 2</b>	
<b>Category</b>	<b>GF</b>	<b>NGF</b>	<b>GF</b>	<b>NGF</b>
<b>Current IT Services</b>	\$7,054.00	\$23,838,532.82	\$7,054.00	\$23,838,532.82
<b>Proposed IT Investments</b>	\$22,232,471.00	\$24,631,127.62	\$28,738,971.00	\$12,286,676.62
<b>Total</b>	\$22,239,525.00	\$48,469,660.44	\$28,746,025.00	\$36,125,209.44

# Report Title: Business Requirements For Technology

Agency: 136 Virginia Information Technologies Agency (VITA)

Date: 6/5/2020

## 136 VITA BReT - Data Governance Strategies

<b>BRT Type:</b>	Business Requirement for Existing Technology
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<b>Date Submitted:</b>	1/21/2020
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<b>Mandate:</b>	
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<b>Mission Critical:</b>	
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### Description:

The Next Generation Analytics contract will be recompleted and complete by 9/1/2020. VITA will define the technical and business requirements for the tools and services to support data governance. These requirements will be submitted to the Multi Supplier Integrator and the process for implementing the initial services will commence by 9/30/2020.

## 136 VITA BReT - Data Sharing

<b>BRT Type:</b>	Business Requirement for Existing Technology
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<b>Date Submitted:</b>	1/21/2020
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<b>Mandate:</b>	
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<b>Mission Critical:</b>	
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### Description:

VITA will draft and implement a standard for current COV data sharing services (Enterprise Service Bus and data transformation tools) that will consider establish those services as collaborative and also establish governance to be put in place to reduce complexity and implementation costs of data sharing among the agencies by 5/1/2020.

## 136 VITA BReT - Achieve economic, operational, and service benefits

<b>BRT Type:</b>	Business Requirement for New Technology
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<b>Date Submitted:</b>	1/21/2020
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<b>Mandate:</b>	
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<b>Mission Critical:</b>	
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### Description:

Define a Commonwealth Enterprise Application strategy and methodology for assessing the health of business systems applications, to include requirements for their remediation or replacement if necessary and to include requirements for enterprise and enterprise opportunities.

## 136 VITA BReT - Artificial Intelligence

<b>BRT Type:</b>	Business Requirement for New Technology
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<b>Date Submitted:</b>	1/21/2020
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<b>Mandate:</b>	
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<b>Mission Critical:</b>	
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### Description:

VITA will define the technical and business requirements for AI related tools and these requirements will be submitted to the Multi Supplier Integrator and the process for implementing the initial services will commence by 12/31/2020. VITA will be looking to add AI or AI as a service to new solicitations and contracts where we believe AI would add value.

### 136 VITA BReT - Availability of commonwealth infrastructure and systems

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	1/21/2020
<b>Mandate:</b>	
<b>Mission Critical:</b>	

#### Description:

ITA will establish the availability requirements for all enterprise infrastructure services and supporting technology components and by 6/30/2020. VITA will review all architecture designs for compliance to the availability requirements by 9/30/2020. The MSI will work with the Suppliers to create any necessary remediation plans by 12/31/2020.

### 136 VITA BReT - Enterprise services broker

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	1/21/2020
<b>Mandate:</b>	
<b>Mission Critical:</b>	

#### Description:

VITA will continue to invest time and resources to fully develop the MSI and platform operations. VITA will develop strategies for the re-compete of service contracts as needed.

### 136 VITA BReT - IT management investment practices

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	1/21/2020
<b>Mandate:</b>	
<b>Mission Critical:</b>	

#### Description:

Define a Commonwealth Enterprise Application strategy and methodology for assessing the health of business systems applications, to include requirements for their remediation or replacement if necessary and to include requirements for enterprise and enterprise opportunities.

### 136 VITA BReT - Maintain compliance with Code of Virginia and regulatory requirements

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	1/21/2020
<b>Mandate:</b>	
<b>Mission Critical:</b>	

#### Description:

VITA will develop strategies for routinely assessing applications and infrastructure services to ensure compliance.

### 136 VITA BReT - Mobile workforce in the commonwealth

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	1/21/2020

<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
In keeping with the Governor's initiative to expand broadband, support the expansion of broadband and wireless access to improve access to government services, particularly for those underserved areas.	
<b>136 VITA BRt Move Agency Customers Off</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	2/14/2019
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
IBM Mainframe Service Retirement Vision - In support of the Commonwealth of Virginia's (COV) Executive Order #19, COV IT solutions, which include those hosted on the mainframe, will be hosted by best practice technologies or by cloud-based services. The contract will expire on January 24, 2022. This enterprise project will oversee the migration of mainframe applications to alternative environments. A mainframe migration or replacement plan should be included as part of each Agency's IT strategic plan.	
<b>136 VITA BRt - Position VITA to become an enterprise services broker</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	1/21/2020
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
VITA will continue to invest time and resources to fully develop the MSI and platform operations. VITA will develop strategies for the re-compete of service contracts as needed.	
<b>136 VITA BRt - Skills Assessment &amp; Gap Analysis</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	1/21/2020
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
In order for VITA to achieve its strategic business and technology objectives, it will be essential for us to have the right balance of people and skills needed to carry VITA and the commonwealth into the future. VITA has submitted a budget decision package to conduct a Skills Assessment which will include the identification of desired skills, an assessment of current staff skills and a gap analysis. There is a potential need for a tool that will allow VITA to conduct ongoing assessments of staff skills.	
<b>136 VITA BRt - Verizon local exchange renewal</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/18/2020
<b>Mandate:</b>	No
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
To ensure the continuation of Verizon local exchange carrier services.	

**136 VITA BRt Cloud Readiness Assessment 2018 AIS - Oracle Physical Servers**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	1/8/2019
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	Yes

**Description:**

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 servers at CESC tGovernor 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) meetingo 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.

To identify which existing solutions can be migrated to the cloud and ensure all new IT solutions proposed be cloud-enabled, VITA will 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.

**136 VITA BRt Cloud Readiness Assessment 2018 Gov's and VITA's CRM Physical Server**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	1/17/2019
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	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 servers 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.

To identify which existing solutions can be migrated to the cloud and ensure all new IT solutions proposed be cloud-enabled, VITA will 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.

### 136 VITA BRet Cloud Readiness Assessment 2018 Integrated Services Program (ISP) Imaging

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	1/15/2019
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	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 servers 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.

To identify which existing solutions can be migrated to the cloud and ensure all new IT solutions proposed be cloud-enabled, VITA will 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.

### 136 VITA BRet Cloud Readiness Assessment 2018 Oracle Cloud

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	1/8/2019
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	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 servers 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.

To identify which existing solutions can be migrated to the cloud and ensure all new IT solutions proposed be cloud-enabled, VITA will 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.

### 136 VITA BRet Cloud Readiness Assessment 2018 SQL MISC

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	1/15/2019
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	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 servers 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.

To identify which existing solutions can be migrated to the cloud and ensure all new IT solutions proposed be cloud-enabled, VITA will 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.

### 136 VITA BRet Cloud Readiness Assessment 2018 Telecommunications Expense Management and Billing Solution (TEBS)

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	1/15/2019
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	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.

To identify which existing solutions can be migrated to the cloud and ensure all new IT solutions proposed be cloud-enabled, VITA will 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.

VITA's Plan is to implement the next generation telecommunications expense management solution and delivery model"

Nongeneral fund appropriation for the planning and implementation of a new telecommunications billing system is as follows:

	2021	2022
Nongeneral Fund	\$555,000	\$3,700,000

The first year is for a study to evaluate how we perform technical and process telecommunications billing. The second is it to replace TEBS with a new overall model including a new tool.

**136 VITA BRt Cloud Readiness Assessment 2018 VITA Security Asset Inventory and Risk Management (RSA ARCHER)**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	1/8/2019
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	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.

To identify which existing solutions can be migrated to the cloud and ensure all new IT solutions proposed be cloud-enabled, VITA will 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.

### 136 VITA BRt Cloud Readiness Assessment 2018 Workplace Productivity Solution (Shutdown service)

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	1/8/2019
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	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 servers 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.

To identify which existing solutions can be migrated to the cloud and ensure all new IT solutions proposed be cloud-enabled, VITA will 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.

### 136 VITA BRt Cloud Readiness Assessment Commonwealth Technology Portfolio (Oracle Primavera Portfolio Management (OPPM))

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	5/30/2020
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	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.

To identify which existing solutions can be migrated to the cloud and ensure all new IT solutions proposed be cloud-enabled, VITA will 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.

### 136 VITA BReT Data Center Move

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	7/10/2019
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	Yes

#### Description:

VITA is planning the move of its data center out of the Commonwealth Enterprise Solutions Center (CESC). All servers must be moved from the Chester facility by Dec. 31, 2021.

VITA is working with its multisourcing service integrator, SAIC, and data center supplier, Unisys, to coordinate and execute the move. VITA will work with work with Unisys to determine our specific migration plan to move servers to the cloud, a software-as-a-service (SaaS) solution, or to the new physical data center

### 136 VITA BReT End of Life 2008 Server VITA

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/18/2020
<b>Mandate:</b>	
<b>Mission Critical:</b>	

#### Description:

Agency will create a mitigation plan to address End of Life 2008 servers.

### 136 VITA BReT VSP Transformation

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/8/2019
<b>Mandate:</b>	No
<b>Mission Critical:</b>	Yes

#### Description:

Virginia State Police (VSP) Transformation is an effort to stabilize, secure, and transition VSP IT Infrastructure into Commonwealth Enterprise. Phase 1 includes work associated with Network Infrastructure, Active Directory, and End User Devices and Operating System (OS) images. Phase 2 is the second stage which would continue the transformation efforts to complete transformation of the remaining VSP environment including the VSP Data Center and Disaster Recovery (DR) site.

### 136 VITA BRnT - DocuSign

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	4/20/2020

<b>Mandate:</b>	No
<b>Mission Critical:</b>	
<b>Description:</b>	
VITA and VITA Suppliers needed to expand tele-work capabilities quickly due to the COVID19 pandemic. As the need for VITA to support the Commonwealth's remote work directive and allow agencies to continue to conduct business where there is a need for documents to be approved and signed, while people are not in the office to obtain wet signatures.	
<b>BReT - Jason Jones</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/11/2020
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
VITA has made the decision to expand the scope of the 5 Year Plan from its focus on maturing the platform and service delivery options to include a focus on VITA internal operations as well. Due to limited resources available within VITA, an outside individual with experience in facilitating change of this magnitude is warranted. Without this resource, VITA will be limited in the implementation of the 5 YP and will not be successful in reaching its goals.	
<b>BReT 136 VITA ACF2 mainframe assessment and mitigation</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	2/27/2020
<b>Mandate:</b>	No
<b>Mission Critical:</b>	
<b>Description:</b>	
In support of the mainframe service CAI resources will be leveraged to:	
<ul style="list-style-type: none"> <li>* Organize/validate accounts</li> <li>* Develop agency mitigation plan(s)</li> <li>* Develop overall corrective action plan(s)</li> <li>* Execute and facilitate corrective actions plan(s)</li> </ul>	
<b>BRnT - Shared Data Management Service</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	3/18/2020
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
Provide a hosted data management service to assist agencies in publishing, sharing and finding data across the Commonwealth.	
<b>BRnT 9-1-1 Data Analytics Procurement</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	3/18/2020
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	

The E-911 Services Board needs to be able to analyze local call detail data for the purpose of assuring NG9-1-1 implementation does not negatively impact system performance. This is local data currently not accessible by the Board. The proposed procurement will provide a method for localities to share their data with the Board and will allow the Board to perform analytics.

#### **BRnT Commonwealth Governance System**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	5/20/2019
<b>Mandate:</b>	No
<b>Mission Critical:</b>	Yes

#### **Description:**

The consumption of and analysis requirements of Governance related data and decision making information by the Assembly Committees and Governors Cabinet members has been steadily increasing. The demand for Governance focused analytics to support IT Investment Management decisions throughout state government is clearly gaining increasing importance.

#### **BRnT COVID-19 Response - Expanded Remote Access**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	3/18/2020
<b>Mandate:</b>	
<b>Mission Critical:</b>	

#### **Description:**

Immediate need to support expanded demand for remote access. The Zscaler is a next-gen firewall with advanced security that will allow VITA to quickly provide remote access to non-internet facing capabilities and applications while maintaining our security standards. This will remove the need for VPN and allow remote access to any of our environments including the cloud without tokens and legacy VPN infrastructure

#### **BRnT Enterprise Cloud Migration and Data Center Move**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	3/19/2019
<b>Mandate:</b>	
<b>Mission Critical:</b>	

#### **Description:**

Enterprise Cloud Migration and Data Center Move. Transition the current application environment to a cloud ready environment

#### **VITA 136 BRnT - Maintain targeted cyber risk levels**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	1/21/2020
<b>Mandate:</b>	
<b>Mission Critical:</b>	

#### **Description:**

VITA will develop and implement a quantitative risk model and establish risk thresholds for Commonwealth systems.

# Report Title: IT Strategic Plan Projects

Agency: 136 Virginia Information Technologies Agency (VITA)

Date: 6/5/2020

<b>Projects</b>			
<b>EO19_VITA_CTP Modernization Project</b>			
<b>Oversight and Governance Category:</b> <b>Category 2: High/Medium or High/Low or Medium/High</b>		<b>Investment Business Case Approval</b>	
<p>The project will provide a replacement for the Commonwealth Technology Portfolio tool, hereafter known as CTP Modernization Project to the Commonwealth of Virginia (?Commonwealth?) and all public bodies as defined by § 2.2-4301 and referenced by § 2.2-4304 and § 2.2-2012 of the Code of Virginia (?Code?), and private institutions of higher education that are listed at: <a href="http://www.cicv.org/Our-Colleges/Profiles.aspx">http://www.cicv.org/Our-Colleges/Profiles.aspx</a>. An RFP was utilized to obtain current market data to assist VITA in determining the most efficient way to meet the requirements of this project. The Virginia Information Technologies Agency (?VITA?), on behalf of the Commonwealth, will implement a COTS solution that will provide for a more economical, maintainable, and scalable cloud solution that complies with the Governor?s Executive Order Number Nineteen (2018); summarized the order requires agencies to adopt a model for evaluating and incorporating cloud service where appropriate to support Information Technology (IT) services to: -Speed up delivery of business solutions through faster paths to production; -Provide flexible solutions capable of quickly adapting to new and changing business solutions; -Reduce operations and maintenance requirements for basic needs such as power and space; -Provide transparency so that customers are more aware of what they get for their money; -Provide service elasticity to support increased citizen needs at peak times; and -Provide a structure that allows for a more resilient environment in the case of disaster or service outage.</p>			
Planned Project Start Date: 3/1/2019		Planned Project End Date: 6/30/2020	
<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Nongeneral Fund</b>
Project Cost	\$924,850.00	\$0.00	\$924,850.00
Estimated project expenditures first year of biennium:	\$924,850.00	\$0.00	\$924,850.00
Estimated project expenditures second year of biennium:	\$0.00	\$0.00	\$0.00
<b>Project Related Procurements</b>			
<b>EO19_VITA_Commonwealth Technology Portfolio (OPPM) Procurement</b>			
<p>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 Virginia Information Technologies Agency (?VITA?), on behalf of the Commonwealth, is seeking a solution that will provide for a more economical, maintainable, and scaleable cloud solution that complies with the Governor?s Executive Order Number Nineteen (2018); summarized the order requires agencies to adopt a model for evaluating and incorporating cloud service where appropriate to support Information Technology (IT) services to: · Speed up delivery of business solutions through faster paths to production; · Provide flexible solutions capable of quickly adapting to new and changing business solutions; · Reduce operations and maintenance requirements for basic needs such as power and space; · Provide transparency so that customers are more aware of what they get for their money; · Provide service elasticity to support increased citizen needs at peak times; and · Provide a structure that allows for a more resilient environment in the case of disaster or service outage.</p>			

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**Mainframe Strategy**

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<b>Oversight and Governance Category: Category 2: High/Medium or High/Low or Medium/High</b>	<b>Investment Business Case Approval</b>
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IBM Mainframe Service Strategy - In support of the Commonwealth of Virginia's (COV) Executive Order #19, COV IT solutions, which include those hosted on the mainframe, will be hosted by best practice technologies or by cloud-based services. The IBM Mainframe contract will expire on January 24, 2022, the existing mainframe platform will be obsolete and no longer available. Agencies will have to move their mainframe applications to new technologies. VITA will support this effort with the following activities: 1) Take the lead in eliminating barriers to successful completion of replacement and migration efforts 2) Ensure performance of IT solutions migrated to Strategic platforms meets business needs 3) Pursue a new limited Strategic cloud-based hosting platform to host any approved remaining mainframe solutions

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Planned Project Start Date: 1/22/2019	Planned Project End Date: 12/30/2022
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<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Nongeneral Fund</b>
Project Cost	\$880,000.00	\$0.00	\$880,000.00
Estimated project expenditures first year of biennium:	\$240,000.00	\$0.00	\$240,000.00
Estimated project expenditures second year of biennium:	\$240,000.00	\$0.00	\$240,000.00

**Project Related Procurements**

There are no procurements for this project

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**VSP Transformation Project**

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<b>Oversight and Governance Category: Category 1: High/High</b>	<b>Investment Business Case Approval</b>
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Transformation of the Virginia State Police Information Technology environment into the Commonwealth Enterprise. Virginia State Police (VSP) Transformation is an effort to stabilize, secure, and transition to the Commonwealth of Virginia (COV) IT Infrastructure and to fulfill agreements in Memo of understanding (MOU) between VITA and VSP (Memorandum Of Understanding Fully Executed 2013, Certification Memorandum 2018)\*\*\*\*\* Budget numbers have been updated based on extensive review of Phase 1 and Phase 2 Request for Estimate DMND0002425 Phase 1 includes work associated with Network Infrastructure, Active Directory, and End User Devices and Operating System (OS) images. Phase 2 is the second stage which would continue the transformation efforts to complete transformation to include VSP server / storage environment in VSP Data Center and Disaster Recovery (DR) site.

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Planned Project Start Date: 4/30/2020	Planned Project End Date: 2/20/2021
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<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Nongeneral Fund</b>
Project Cost	\$4,500,000.00	\$4,500,000.00	\$0.00

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Estimated project expenditures first year of biennium:	\$2,000,000.00	\$2,000,000.00	\$0.00
Estimated project expenditures second year of biennium:	\$250,000.00	\$250,000.00	\$0.00

**Project Related Procurements**

VSP Transformation Procurements

VITA and VSP are performing a joint project to transform VSP's data center, network, and computing to commonwealth shared services using the existing service catalog providers.

**EO19\_VITA\_AIS Oracle Physical Servers**

**Oversight and Governance Category:**  
**Category 3: Medium/medium,**  
**Medium/Low, Low/High**

**Investment Business Case Approval**

EO19\_VITA\_AIS Oracle Physical Servers

Planned Project Start Date: 3/2/2020

Planned Project End Date: 3/2/2020

<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Nongeneral Fund</b>
Project Cost	\$800,000.00	\$0.00	\$800,000.00
Estimated project expenditures first year of biennium:	\$800,000.00	\$0.00	\$800,000.00
Estimated project expenditures second year of biennium:	\$0.00	\$0.00	\$0.00

**Project Related Procurements**

There are no procurements for this project

**EO19\_VITA\_Aggregate Rehost**

**Oversight and Governance Category:**  
**Category 4: Low/Medium, Low/Low**

**Investment Business Case Approval**

Eo19\_VITA\_Aggregate Rehost

Planned Project Start Date: 3/2/2020

Planned Project End Date: 5/3/2021

<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Nongeneral Fund</b>
Project Cost	\$655,500.00	\$0.00	\$655,500.00
Estimated project expenditures first year of biennium:	\$655,500.00	\$0.00	\$655,500.00
Estimated project expenditures second year of biennium:	\$0.00	\$0.00	\$0.00

**Project Related Procurements**

There are no procurements for this project

**EO19\_VITA\_ISP Imaging Repurchase**

<b>Oversight and Governance Category: Category 3: Medium/medium, Medium/Low, Low/High</b>	<b>Investment Business Case Approval</b>
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EO19\_VITA\_ISP Imaging Repurchase

Planned Project Start Date: 9/1/2019	Planned Project End Date: 6/1/2020
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<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Nongeneral Fund</b>
Project Cost	\$92,000.00	\$0.00	\$0.00
Estimated project expenditures first year of biennium:	\$0.00	\$0.00	\$0.00
Estimated project expenditures second year of biennium:	\$0.00	\$0.00	\$0.00

**Project Related Procurements**

There are no procurements for this project

**Data Center Relocation Program (DCRP)**

<b>Oversight and Governance Category: Category 1: High/High</b>	<b>Investment Business Case Approval</b>
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CESC Data Center Move: 3 major efforts (sub-programs) contained within: (1) the EO19 subprogram effort where physical assets (i.e. servers housing agency application(s)) are virtualized where possible; this EO19 effort is coordinated by VITA, and has many separate agency projects, (2) the Virtualize subprogram is the effort where individual service towers (i.e. Managed Security, Network, etc.) have their respective software applications virtualized; and (3), the Physical Move subprogram where applications are enabled for cloud production.

Planned Project Start Date: 8/30/2019	Planned Project End Date: 12/31/2020
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<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Nongeneral Fund</b>
Project Cost	\$9,371,373.00	\$0.00	\$9,371,373.00
Estimated project expenditures first year of biennium:	\$4,193,637.00	\$0.00	\$4,193,637.00
Estimated project expenditures second year of biennium:	\$2,577,736.00	\$0.00	\$2,577,736.00

**Project Related Procurements**

There are no procurements for this project

**Data Center Move**

**Oversight and Governance Category:  
Category 1: High/High**

**Project Initiation Approval**

The Chesterfield Enterprise Solutions Center (CESC) Data Center Move consists of three major efforts (sub-programs) contained within: (1) Executive Order 19 (EO 19) subprogram effort where physical assets (i.e., servers housing agency application(s)) are virtualized where possible; this EO 19 effort is coordinated by VITA, and has many separate agency projects, (2) the Virtualize subprogram is the effort where individual service towers (i.e., Managed Security, Network, etc.) have their respective software applications virtualized; and (3) the Physical Move subprogram where applications that have not been virtualized or cannot currently be virtualized are physically moved out of CESC to a new data center. The focus of this project is on the Physical Move subprogram. Any IT infrastructure and assets that are located in the CESC data center and will continue to serve a useful purpose after the project completion deadline will be physically moved to the new data center. Any IT infrastructure and assets that are no longer needed will be physically removed from the CESC data center in preparation for the return of the building to the property owner. The scope of work for this project is to physically move the infrastructure supporting applications that cannot be virtualized to a new data center. This infrastructure may be supporting agencies, Service Tower Suppliers (STSs), and one or more projects or Requests for Service. There are three identified levels of involvement for the STSs: No involvement ? does not have anything in the CESC data center, will not have anything in a new data center, and does not touch anything in either location. Minor involvement ? has at a minimum one or more applications in or touching the existing data center or will touch a new data center. Major involvement ? has significant infrastructure, applications, integration in the existing as well as a new data center. The STSs are categorized as follows: ATOS ? major involvement Iron Bow ? minor involvement Perspecta ? minor involvement Tempus Nova ? minor involvement Unisys ? major involvement Verizon ? major involvement Xerox ? minor involvement There are no STSs with no involvement. This project scope will also include the removal of all equipment in the CESC data center in preparation for exiting the building. The commonwealth expects to see a significant annual cost savings.

Planned Project Start Date: 1/24/2020

Planned Project End Date: 6/30/2022

<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Nongeneral Fund</b>
Project Cost	\$8,742,750.00	\$0.00	\$8,742,750.00
Estimated project expenditures first year of biennium:	\$3,792,950.00	\$0.00	\$3,792,950.00
Estimated project expenditures second year of biennium:	\$0.00	\$0.00	\$0.00

**Project Related Procurements**

There are no procurements for this project

**Messaging Services 2.0 Project**

**Oversight and Governance Category:  
Category 1: High/High**

**Investment Business Case Approval**

Provide Messaging services for the COV. The project will manage the supplier implementation of the existing G-Suite platform, include migration cost and determine if any exit fees are applicable. The project will also manage the supplier in creating a new service offering of Microsoft Office 365. VITA anticipates releasing an RFP for Messaging Services to support its approximately 55,000 users and other public bodies. ECOS will be completed with the RFP. Project Deployment Approach: VITA will manage a single supplier that will A. Take over support of our existing GSuite implementation and adjunct services (Virtru, ESNA, AirWatch) from existing supplier B. Create a messaging offering on the MSFT O365 platform creating choice between platforms C. For agencies interested in moving away from GSuite and on to O365 (and vice versa), the project will manage the supplier who provides transition services D. As part of the procurement, the supplier will be responsible for Operation and Maintenance for both platforms. The RFP will include core services such as email, calendar, archiving, mobile device management, security components, contacts, and integration into the Managed Environment. The Commonwealth is also open to value added services related to the messaging solution to include: Microsoft, Google, and Collaboration services. The project will produce a migration plan and platform transition plan, at agency's option. The RFP will also include value added services such as: online storage productivity suites collaboration services Fax to email Voicemail to email Virtru Encryption services or equivalent VMWare Workspace One or Mobile Application Management through smart devices. The initial term of the contract will be 5 years, with 3 optional 1-year renewals for a total of 8 years. The project will be complete when VITA has transitioned to the ongoing Operations and Support mode with the winning supplier.

Planned Project Start Date: 5/1/2020

Planned Project End Date: 8/1/2021

<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Nongeneral Fund</b>
Project Cost	\$10,000,000.00	\$0.00	\$10,000,000.00
Estimated project expenditures first year of biennium:	\$0.00	\$0.00	\$0.00
Estimated project expenditures second year of biennium:	\$1,600,000.00	\$0.00	\$1,600,000.00

**Project Related Procurements**

Messaging Services 2.0 Procurement

Provide Messaging services for the COV. The initial term will be 5 years, with 3 optional 1-year renewals for a total of 8 years. The project will include migration cost and determine if any exit fees are applicable. VITA anticipates releasing an RFP for Messaging Services to support its approximately 55,000 users and other public bodies. The RFP will include core services such as email, calendar, archiving, mobile device management, security components, contacts, and integration into the Managed Environment. The Commonwealth is also open to value added services related to the messaging solution to include: Microsoft, Google, and Collaboration services. The project will produce a migration plan and platform transition plan, at agency's option. The RFP will also include value added services such as: online storage productivity suites collaboration services Fax to email Voicemail to email Virtru Encryption services or equivalent VMWare Workspace One or Mobile Application Management through smart devices

# Report Title: IT Strategic Plan Procurements

Agency: 136 Virginia Information Technologies Agency (VITA)

Date: 6/5/2020

<b>Stand Alone Procurements:</b>	
Procurement Name:	<b>9-1-1 Data Analytics Procurement</b>
Procurement Description:	The E-911 Services Board needs to be able to analyze local call detail data for the purpose of assuring NG9-1-1 implementation does not negatively impact system performance. This is local data currently not accessible by the Board. The proposed procurement will provide a method for localities to share their data with the Board and will allow the Board to perform analytics
Procurement Date:	5/16/2016 Multiyear Contract
Procurement Name:	<b>IT infrastructure IBM Mainframe Services</b>
Procurement Description:	VITA is currently planning to release an RFP for IBM Mainframe Services no later than early March that currently supports 10 enterprise agencies.
Procurement Date:	7/29/2016 Multiyear Contract
Procurement Name:	<b>IT infrastructure Messaging Services</b>
Procurement Description:	Provide Messaging services for the COV. This is expected to be a 7 year contract. The cost includes the NG exit fee and the migration cost. VITA anticipates releasing an RFP for Messaging Services in mid to late February to support its approximately 55,000 users and other public bodies. This RFP will likely include email, enterprise collaboration services, directory services and authentication, and mobile device management. Respondents may propose services for one or multiple components of this RFP.
Procurement Date:	7/29/2016 Multiyear Contract
Procurement Name:	<b>Power9 and DataPower Refresh</b>
Procurement Description:	The VITA owned infrastructure that runs VITA AIS services is approaching end of support and needs to be refreshed. Options for the refresh were evaluated and a Decision Brief was recently signed approved to proceed with leasing the new equipment for three (3) years.
Procurement Date:	5/31/2019 Multiyear Contract
Procurement Name:	<b>Verizon Local Exchange Renewal</b>
Procurement Description:	To ensure the continuation of Verizon local exchange carrier services.
Procurement Date:	10/1/2017 Multiyear Contract
Procurement Name:	<b>136 VITA ACF2 mainframe assessment and mitigation</b>
Procurement Description:	In support of the mainframe service CAI resources will be leveraged to: * Organize/validate accounts * Develop agency mitigation plan(s) * Develop overall corrective action plan(s) * Execute and facilitate corrective actions plan(s)

Procurement Date:	3/2/2020
Procurement Name:	<b>Contract Extension - Jason Jones - 2020</b>
Procurement Description:	VITA has made the decision to expand the scope of the 5 Year Plan from its focus on maturing the platform and service delivery options to include a focus on VITA internal operations as well. Due to limited resources available within VITA, an outside individual with experience in facilitating change of this magnitude is warranted.
Procurement Date:	4/17/2020