

Report Title: 2020 - 2022 IT Strategic Plan

Agency: 154 Department of Motor Vehicles (DMV)

Date: 6/12/2020

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?

DMV provides a multitude of services to private citizens, transportation entities, other state agencies, courts, law enforcement agencies, insurance companies, and related transportation clients. The most commonly provided DMV services include vehicle registration and titling, driver testing and licensing, commercial motor carriers' credentialing, and oversight of related transportation safety and information management programs. Due to the nature of DMV's business processes, the type of work performed by the agency requires substantial use of information technology (IT) products, services, solutions, and automated systems. It is imperative that the agency operates its programs and facilities in an efficient, economical, and secure manner, incorporating into its operation those technological developments and improvements that will enhance the delivery of services to DMV's transportation clients. The Virginia DMV has a robust in-house custom application development capability with highly skilled IT technical staff to support its business needs. DMV, along with the Virginia Information Technologies Agency (VITA) and other vendor partners, maintains several large-scale systems and a variety of technology solutions and services that are collectively used to deliver its services. Many of the various systems and technology solutions are constructed in such a manner that multiple software components operating on different hardware platforms are required to complete a given business transaction. In addition, DMV contracts for goods and services with vendor partners who supply information technology products, services, and solutions to deliver services to our customers. Over the past several years, DMV has focused on the innovative use of technology to provide faster, more convenient service to its clients as well as to reduce operational costs. All IT investments at DMV require Executive level approval prior to execution to ensure that each investment aligns with and contributes to the achievement of agency mission, goals and objectives.

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 effect IT in other Commonwealth agencies, or in other states? If so, how?

Factors impacting information technology at DMV include:

Ongoing need for new technology to meet constituent demand, growing population, and DMV business requirements

The Multiservice Supplier Integration (MSI) model touches virtually every aspect of DMV IT (messaging, mainframe, server and storage, network, security, applications, disaster recovery, and business continuity).

Aging IT workforce

Increased governmental compliance requirements, to include EO19, mainframe and Executive Orders pertaining to Covid-19

Customer expectations for fast and efficient DMV services

Aging systems and infrastructure supporting DMV's core business functions and services

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?

In order to perform its core business functions and provide services effectively and efficiently, DMV must continue to focus on the use of innovative technology solutions and services to strengthen DMV's system infrastructure and service delivery processes. Strategic utilization of technology also enables DMV to accomplish its overall mission, goals, and objectives in order to support its core business processes and customers. DMV has developed a variety of Business Requirements for Technology (BRTs) that illustrates the strong need for utilizing technology. Examples of these technology initiatives that DMV plans to undertake during the biennium include, but are not limited to:

1. Information Technology Modernization: These initiatives will transform current agency systems that support critical agency operations, some of which are more than 20 years old. DMV is focusing on delivering robust, cost effective solutions that provide more efficient business processes and improved service to our customers. Examples include:

== Motor Carrier IFTA, IRP, and CView Solution ==

This project will replace the existing motor carrier system with a comprehensive vendor provided solution that will allow for the processing of commercial vehicle apportioned registration under the International Registration Plan (IRP), and reporting functionality for motor carriers under the International Fuel Tax Agreement (IFTA), as well as IRP/IFTA related audit functions. In addition, this solution will include a comprehensive Federal Motor Carrier Safety Administration (FMCSA) Commercial Vehicle Information Systems and Networks (CVISN) compliant Commercial Vehicle Information Exchange Window (CVIEW) system for exchange of data within the state, and connection to SAFER for exchange of interstate data through snapshots.

== Remittance Processing System (RPS) ==

This initiative will replace the existing remittance processing system with a comprehensive solution that will enable the collection of payments and processing of transactions received through the mail, such as vehicle registration renewals.

== Business Logic Transformation/Database Conversion ==

This initiative will focus on migrating all existing legacy mainframe systems from the NATURAL/ADABAS environment to the .Net/Oracle framework. Following migration, refactoring of the transactions may occur as necessary. This will eliminate DMV's dependence on legacy infrastructure. The project will be vendor-supported and is expected to take approximately 3 years from the start. This effort will not begin until after VITA's IT sourcing to a new mainframe provider is completed, which includes the move to the new data center in Clarksville, Va. .

2. Government Reform: DMV continuously looks for opportunities to work with other Commonwealth agencies to streamline operations and offer more services to Virginia citizens. Examples include hunting and fishing licenses, accepting boat registrations, birth certificate verification for certificate issuance, and electronic motor voter.

== DMV Business Process Improvements ==

DMV also continuously looks for opportunities to improve its internal business processes and customer service offerings.

For example, web-based self-service transactions that can be started at home are being explored. Also, solutions that will provide authentication services from DMV to other agencies will continue to be explored and pursued. The Digital Authentication project is a prerequisite to this project.

3. Security Infrastructure: With the evolving threat landscape, DMV wants to take a proactive approach against threats, create an environment of continuous compliance, and have responsive IT operations processes to meet our business and data protection needs. We want to reduce risk exposure and the attack surface, detect and respond to advanced threats, and drive down security operations costs. Examples of security infrastructure initiatives include:

== Agency PCI Compliance ==

The credit card industry has security requirements that continue to evolve. DMV is addressing areas that require additional security measures needed to maintain compliance which could have a major impact on DMV business systems.

== Security Information and Event Management Platform ==

Expansion of our Security Information & Event Management platform (Splunk) to meet the requirements of SEC501-10, SEC525-03, PCI-DSS 3.2, IRS Pub 1075, and DHS 6CFR Part 7 (Real ID). · The recent onboarding of the VITA Service Towers has expanded the number of platforms that are touch points for our data. · The expansion of our 3rd Part Assurance program to maintain compliance will be adding a number of downstream consumers of our data/services to the platform for the purposes of automating surveillance.

== Third Party Assurance ==

As we migrate to a Multiservice Integration Supplier (MSI) model and adopt more cloud based services the need to maintain proper risk management and compliance is crucial in these areas where we have no direct visibility into the hosted environments.

- Identify, review, and track compliance of security controls impacting DMV data traveling through or maintained in the new MSI environment.
- Evaluate 3rd Party Assurance reports of those that consume our data for their own processes to ensure the data is properly safeguarded.
- Establish process for the ongoing review of compliance artifacts to alert for change in our risk posture and ensure compliance.

4. Multiservice Supplier Integration (MSI): DMV must work closely with VITA and the MSI as it pertains to all aspects of IT operations, including infrastructure management, security compliance, cloud hosting vision, cloud applications, and internet utilization.

5. Product Upgrades: In order to Address a specific bug or flaw, improve an OS or application's general stability, and fix a security vulnerability, DMV will work to keep all hardware and software at the most recent release.

6. CSS Rehosting · Migrate existing Software AG applications off of the mainframe · Re-platform the infrastructure on Microsoft Windows servers · Modernize the ADABAS database to Microsoft SQL Server

7. Data Analytics: DMV plans to expand its Data Analytics strategy to include a more robust ETL and better more comprehensive tools and infrastructure.

8. Print Shop Upgrade: DMV will initiate a new contract for Xerox equipment in the printing services shop. . Current IT

initiatives underway are adequately funded. In addition, DMV anticipates that any new IT initiatives started in the upcoming budget biennium will also be adequately funded.

Report Title: IT Strategic Plan Budget Tables

Agency: 154 Department of Motor Vehicles (DMV)

Date: 6/12/2020

Current IT Services				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Projected Service Fees	\$0.00	\$21,408,378.00	\$0.00	\$22,050,629.00
VITA Infrastructure Changes	\$0.00	\$0.00	\$0.00	\$0.00
Estimated VITA Infrastructure	\$0.00	\$21,408,378.00	\$0.00	\$22,050,629.00
Specialized Infrastructure	\$0.00	\$381,353.00	\$0.00	\$381,353.00
Agency IT Staff	\$0.00	\$16,166,067.00	\$0.00	\$16,166,067.00
Non-agency IT Staff	\$0.00	\$2,483,240.00	\$0.00	\$2,483,240.00
Cloud Computing Service	\$0.00	\$0.00	\$0.00	\$0.00
Other Application Costs	\$0.00	\$5,827,949.00	\$0.00	\$5,827,949.00
Total	\$0.00	\$46,266,987.00	\$0.00	\$46,909,238.00
Proposed IT Investments				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Major IT Projects	\$0.00	\$990,181.80	\$0.00	\$850,170.80
Non-Major IT Projects	\$0.00	\$0.00	\$0.00	\$0.00
Agency-Level IT Projects	\$0.00	\$0.00	\$0.00	\$0.00
Major Stand Alone IT Procurements	\$0.00	\$6,679,083.24	\$0.00	\$6,399,312.24
Non-Major Stand Alone IT Procurements	\$0.00	\$452,506.39	\$0.00	\$237,968.33
Agency-Level Stand Alone IT Procurements	\$0.00	\$0.00	\$0.00	\$0.00
Procurement Adjustment for Staffing	\$0.00	\$0.00	\$0.00	\$0.00
Total	\$0.00	\$8,121,771.43	\$0.00	\$7,487,451.37
Projected Total IT Budget				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Current IT Services	\$0.00	\$46,266,987.00	\$0.00	\$46,909,238.00
Proposed IT Investments	\$0.00	\$8,121,771.43	\$0.00	\$7,487,451.37
Total	\$0.00	\$54,388,758.43	\$0.00	\$54,396,689.37

Report Title: Business Requirements For Technology

Agency: 154 Department of Motor Vehicles (DMV)

Date: 6/12/2020

BReT 2014: Expand Automated Workflow Solution (OnBase)	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/5/2020
Mandate:	No
Mission Critical:	No
Description:	
Expand automated workflow solution (OnBase) to additional DMV work areas to provide a workflow to assist with distribution and tracking of incoming documents for electronic processing, bringing automation and efficiencies to existing manual tasks.	
BRet 2014: Ongoing Application Management, Maintenance, and Support	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/5/2020
Mandate:	Yes
Mission Critical:	Yes
Description:	
DMV utilizes a wide varitey of IT applications and solutions to support its core business operations on a daily basis. To meet changing business needs and demands, DMV requires ongoing management, maintenance, and support of these IT applications and solutions. This includes periodic enhancements, changes, problem fixes, contract/service renewals, software maintenance and licensing renewals, additional software licensing, etc. for existing IT applications and solutions.	
BReT 2014: Ongoing Infrastructure Management, Maintenance, and Support	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/5/2020
Mandate:	No
Mission Critical:	Yes
Description:	
DMV utilizes a wide varitey of IT infrastructure solutions and services to support its core business applications and operations on a daily basis. To meet changing business needs and demands, DMV requires ongoing management, maintenance, and support of these IT infrastructure solutions and services. This includes periodic enhancements, changes, problem fixes, contract/service renewals, software maintenance and licensing renewals, additional software licensing, etc. for existing IT infrastructure solutions and services.	
BReT 2014: Ongoing IT Staff Augmentation - IT Contractor Staff	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/5/2020
Mandate:	No
Mission Critical:	Yes
Description:	
DMV periodically requires IT staff augmentation - IT contractor staff for ongoing support and maintenance of existing DMV IT systems and solutions.	
BReT 2016: Business Logic Transformation/Database Conversion	

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/5/2020
Mandate:	No
Mission Critical:	

Description:
This initiative will focus on migrating all existing legacy mainframe systems from the NATURAL/ADABAS environment to the .Net/Oracle framework. Following migration, refactoring of the transactions may occur as necessary. This will eliminate DMV's dependence on legacy infrastructure. The project will be vendor-supported and is expected to take approximately 2 years from the start. This effort will not begin until after VITA's IT sourcing to a new mainframe provider is completed.

BReT 2016: Identity and Access Management (Digital Authentication)

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/5/2020
Mandate:	No
Mission Critical:	

Description:
This initiative will replace the existing DMV PIN access system to address PIN non-compliance with SEC501, APA, and Real ID data authentication requirements. This initiative advances dmvNOW account data authentication from the current 4 digit numeric customer PIN to a complex 12-20 character multi character (alpha, numeric, special characters) password. Project will require modification of the existing HOST storage files to support needed length and history requirements as well as interface changes to force conversion from PIN to Password for each customer logon.

BReT 2016: Remittance Processing System (RPS) Replacement

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/5/2020
Mandate:	No
Mission Critical:	

Description:
This initiative will replace the existing remittance processing system with a comprehensive solution that will enable the collection of payments and processing of transactions received through the mail, such as vehicle registration renewals.

BReT 2016: Services for Existing Drivers License Central Issue Solution

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/5/2020
Mandate:	No
Mission Critical:	

Description:
DMV intends to establish a sole source contract to continue services of the existing Driver's License Central Issuance Solution.

BRnT 2016: Motor Carrier IFTA/IRP, Fuels Tax, CView Solution

BRT Type:	Business Requirement for New Technology
Date Submitted:	3/5/2020
Mandate:	No
Mission Critical:	Yes

Description:

This project will include the development, implementation and subsequent maintenance of a comprehensive system that will allow for the processing of commercial vehicle apportioned registration under the International Registration Plan (IRP), fuel use tax licensing and reporting functionality for motor carriers under the International Fuel Tax Agreement (IFTA), as well as IRP/IFTA related audit functions, hereinafter referred to as the IRP/IFTA system.

2. The development, implementation and subsequent maintenance of a comprehensive Federal Motor Carrier Safety Administration (FMCSA) Commercial Vehicle Information Systems and Networks (CVISN) compliant Commercial Vehicle Information Exchange Window (CVIEW) system, or CVIEW equivalent, for exchange of data within the state, and connection to SAFER for exchange of interstate data through snapshots, hereinafter referred to as the CVIEW system.

3. The development, implementation and subsequent maintenance of a comprehensive system that will allow for the processing of fuels tax licensing and reporting functionality for the fuels tax DMV administrators pursuant to the Virginia Fuels Tax Act (Va Code Title 58.1, Chapter 22) and the motor vehicle fuels sales tax administered pursuant to Va Code Title 58.1, Chapter 22.1, hereinafter referred to as the Fuels Tax/Fuel Sales Tax system.

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Report Title: IT Strategic Plan Projects

Agency: 154 Department of Motor Vehicles (DMV)

Date: 6/12/2020

Projects			
DMV Project 2016: DMV IRP/IFTA/CView Solution			
Oversight and Governance Category: Category 4: Low/Medium, Low/Low		Project Initiation Approval	
<p>This project will include the acquisition, implementation, and subsequent maintenance of a comprehensive solutions as stated in 1. and 2. below. This includes all necessary design, development, customization, configuration, installation, training and ongoing maintenance and support to address the business and technical needs defined in this RFP. 1. A comprehensive integrated system for: 1) the processing and administration of commercial vehicle apportioned registration under the International Registration Plan (IRP); 2) fuel use tax licensing and reporting functionality for motor carriers under the International Fuel Tax Agreement (IFTA); and 3) IRP/IFTA related audit functions, hereinafter referred to as the DMV IRP/IFTA Solution. 2. A comprehensive Commercial Vehicle Information Exchange Window (CVIEW) system, or CVIEW equivalent, for exchange of data within the state, and connection to the Safety and Fitness Electronic Records system (SAFER) for exchange of interstate data through snapshots, that is compliant with the Federal Motor Carrier Safety Administration (FMCSA) Commercial Vehicle Information Systems and Networks (CVISN) program, hereinafter referred to as the DMV CVIEW Solution.</p>			
Planned Project Start Date: 12/29/2017		Planned Project End Date: 8/31/2020	
Estimated Costs:	Total	General Fund	Nongeneral Fund
Project Cost	\$4,568,022.00	\$0.00	\$4,568,022.00
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			
DMV Procurement 2017: Motor Carrier IFTA/IRP and CView Solution			
<p>1. This project will include the acquisition, implementation and subsequent maintenance of a comprehensive system that will allow for the processing of commercial vehicle apportioned registration under the International Registration Plan (IRP), and reporting functionality for motor carriers under the International Fuel Tax Agreement (IFTA), as well as IRP/IFTA related audit functions, hereinafter referred to as the IRP/IFTA system. 2. The acquisition, implementation and subsequent maintenance of a comprehensive Federal Motor Carrier Safety Administration (FMCSA) Commercial Vehicle Information Systems and Networks (CVISN) compliant Commercial Vehicle Information Exchange Window (CVIEW) system, or CVIEW equivalent, for exchange of data within the state, and connection to SAFER for exchange of interstate data through snapshots, hereinafter referred to as the CVIEW system.</p>			
DMV Procurement 2018: Contractual Services - Harry Spear			
<p>This is a request to extend contractual staff services (Harry Spear) for working on the IRP/IFTA/CVIEW project.</p>			

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DMV Project 2019: Remittance Processing System (RPS) Re-Platform

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Oversight and Governance Category: Category 4: Low/Medium, Low/Low	Project Initiation Approval
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DMV processes over \$40 million in revenue through our current remittance processing system. The current system is approaching end of life and needs to be upgraded. DMV will utilize the existing contract with our OnBase vendor to leverage their OnBase product suite to support remittance scanning. DMV will benefit from this by integrating the scanning and storage of images into our existing document storage system, Onbase. DMV customers will not see any changes on their end, it will only impact the processing on the back end by DMV staff. As a part of this upgrade, we will be separately purchasing new scanners via IFB. The current scanners are over 10 years old. DMV will recognize efficiencies with the new more modern technology. They should provide more accurate images and better read accuracy rates, which will save DMV time and staff on this going forward.

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Planned Project Start Date: 6/3/2020	Planned Project End Date: 6/15/2021
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Estimated Costs:	Total	General Fund	Nongeneral Fund
Project Cost	\$1,531,700.00	\$0.00	\$1,531,700.00
Estimated project expenditures first year of biennium:	\$1,061,700.00	\$0.00	\$1,061,700.00
Estimated project expenditures second year of biennium:	\$0.00	\$0.00	\$0.00

Project Related Procurements

DMV Procurement 2019: Remittance Processing System (RPS) Re-Platform

DMV will utilize the existing contract with our OnBase vendor to leverage their OnBase product suite to support remittance scanning. DMV will benefit from this by integrating the scanning and storage of images into our existing document storage system, Onbase. DMV customers will not see any changes on their end, it will just impact the processing on the back end by DMV staff. As a part of this upgrade, we will be purchasing new scanners. The current scanners are over 10 years old. DMV will recognize efficiencies with the new more modern technology. They should provide more accurate images and better read accuracy rates, which will save DMV time and staff on this going forward. Wwhen this project was put into CTP refactor was the closest option, but now I think it's more of a repurchase. This project is a part of the E.O. 19 move to the cloud. DMV will be purchasing software to install in our OnBase vendor hosted system. DMV has OnBase and related modules in our secure enclave located at the DMV HQ in Richmond, VA. This application will be added to that environment.

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EO19 DMV Aggregate Re-Host

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Oversight and Governance Category: Category 4: Low/Medium, Low/Low	Investment Business Case Approval
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Convert "rehost" applications to the cloud per E.O. 19

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Planned Project Start Date: 4/30/2019	Planned Project End Date: 6/30/2021
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Estimated Costs:	Total	General Fund	Nongeneral Fund
Project Cost	\$225,000.00	\$0.00	\$225,000.00
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

EO19_Hearing Office Scheduling System_Repurchase

Oversight and Governance Category: Category 4: Low/Medium, Low/Low	Project Initiation Approval
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This project will replace the existing Hearing Office Scheduling System (HOSS) application with an OnBase WorkView solution utilizing DMV's currently installed OnBase Solution. Initial discovery activities will be conducted to identify and document the business and technical requirements before any design activities take place. This allows our vendor to fully understand the business need before designing the solution. Following the Discovery phase, Data will deliver the following:

- o Solution Design Document (SDD) ? Document containing the results of the Discovery phase including business requirements, technical requirements and a solution design. This document is used by the vendor development team to produce the final solution.
- o Implementation Statement of Work (SOW) ? Document containing the project scope, assumptions, and Professional Services Implementation costs. These documents will define the scope, deliverables, assumption and responsibilities.

Planned Project Start Date: 9/18/2019

Planned Project End Date: 6/30/2020

Estimated Costs:	Total	General Fund	Nongeneral Fund
Project Cost	\$385,000.00	\$0.00	\$385,000.00
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

DMV Procurement 2019: EO19_Hearing Office Scheduling System_Repurchase

This project will replace the existing Hearing Office Scheduling System (HOSS) application utilizing DMV's existing deployment of the OnBase document imaging solution.

EO19_QFLOW System_Refactor

Oversight and Governance Category: Category 4: Low/Medium, Low/Low	Project Initiation Approval
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To provide a continuation of Q-Flow software that includes perpetual software license rights held by the Commonwealth of Virginia and used by DMV. The Q-Flow software functionality and compatibility is intended to support an operating and technology environment, in accordance with the ACF Q-Flow software solution. Q-Flow is currently implemented in all DMV Customer Service Centers statewide. To provide a robust upgrade solution of Q-Flow version 6.1 that meets the VITA security requirements for Windows 10 by no later than January 14, 2020 set forth within this document and is for a ?like for like? implementation. ACF will convert existing scripting and customizations into Q-Applications which drastically reduce the development required for future upgrades.

Planned Project Start Date: 11/5/2019	Planned Project End Date: 12/31/2020
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Estimated Costs:	Total	General Fund	Nongeneral Fund
Project Cost	\$1,782,208.64	\$0.00	\$1,782,208.64
Estimated project expenditures first year of biennium:	\$559,294.80	\$0.00	\$559,294.80
Estimated project expenditures second year of biennium:	\$491,098.80	\$0.00	\$491,098.80

Project Related Procurements

DMV Procurement 2019: EO19_QFLOW System Refactor

The QFlow project was identified by VITA as an EO19 initiative and CTP documentation has been completed accordingly. DMV has engaged with its current vendor for customer queue management, ACF Technologies, Inc, to provide an upgrade to their Q-Flow solution currently deployed in all DMV Customer Service Centers to the latest version 6.1.

DMV Project 2019: Law Enforcement Case and Records Management Solution

Oversight and Governance Category: Category 4: Low/Medium, Low/Low	Project Initiation Approval
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The DMV Law Enforcement Division has a requirement for a Records Management System (RMS) that will allow them to collect a reliable set of incident-based criminal statistics for use in law enforcement administration, operation, and management. As well as collecting information on DMV specific Regulatory cases. Secretary of Technology would like to see agencies that are required to report criminal incidents to the state and national agencies collaborate to develop an Incident-Based Reporting (IBR) system. Description: The new Records Management System (RMS) must meet the requirements of DMV Law Enforcement Division (LED) for Incident-Based Reporting and Records Management. The system will be compliant with the following: ? FBI National Incident-based Reporting System (NIBRS) ? VSP Central Criminal Records Exchange (CCRE) ? DMV records System Data Exchange Compatibility Features include system interfaces, error checking, user accesses, user friendly screens, error checking, search capability, case management, and custom reports. Business Objective: Law enforcement agencies must maintain accurate, easily accessible records of the information that is relevant to law enforcement and public safety in their community. ? Information maintained includes names and addresses, incident and arrest data, case information, property and evidence data, information on permits, licenses and registrations, and crime statistics. ? Computer-based RMSs must be designed to help law enforcement personnel in these record-keeping tasks. ? Participate in the State Unified Crime Reporting (UCR) program. ? Provide a monthly count of offenses and arrests for certain offense categories to the Virginia state UCR system. ? Document activities relating to disposition of property. Impact on Core Business Activity Agents will be able to track criminal cases they are investigating. ?

Management for LED and the agency can generate meaningful reports and statistics on case activity. ? Will replace the existing manual process and paper based system for tracking investigations.

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Planned Project Start Date: 9/12/2019		Planned Project End Date: 5/15/2020	
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Estimated Costs:	Total	General Fund	Nongeneral Fund
Project Cost	\$369,000.00	\$0.00	\$369,000.00
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

DMV Procurement 2019: Law Enforcement Case and Records Management Solution

The DMV Law Enforcement Division requires a Record Management System (RMS) that will allow them to collect a reliable set of incident-based criminal statistics for use in law enforcement administration, operation, and management as well as DMV specific regulatory cases.

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DMV Project 2019: Convert Mainframe File Transfers

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Oversight and Governance Category: Category 4: Low/Medium, Low/Low	Investment Business Case Approval
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Convert all external file transfers to GoAnywhere. There are various file exchanges that are needed for internal business processes and external vendor partners. As we migrate each exchange over, we are updating our documentation to ensure we have a collective repository for all data exchanges to and/or from the mainframe. DMV's MFT services are primarily SFTP port 22. All data exchanges are encrypted and approved by the DMV CISO. DMV's MFT service has the capacity to interact with virtually all aspects of the agency's technical applications. The files are being moved to support multiple business processes that require the DMV mainframe to be updated to complete business processes. We are moving the data exchanges from being directly managed by the mainframe for a number of reasons: greatly enhanced security (detailed logging, in line antivirus/anti-malware scanning, comprehensive account management tools, etc.); central port for logging and access management.

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Planned Project Start Date: 8/12/2020		Planned Project End Date: 4/21/2022	
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Estimated Costs:	Total	General Fund	Nongeneral Fund
Project Cost	\$1,149,031.00	\$0.00	\$1,149,031.00
Estimated project expenditures first year of biennium:	\$430,887.00	\$0.00	\$430,887.00
Estimated project expenditures second year of biennium:	\$359,072.00	\$0.00	\$359,072.00

Project Related Procurements

There are no procurements for this project

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Report Title: IT Strategic Plan Procurements

Agency: 154 Department of Motor Vehicles (DMV)

Date: 6/12/2020

Stand Alone Procurements:	
Procurement Name:	DMV Procurement 2016: Services for Existing Drivers License Central Issue Solution
Procurement Description:	DMV intends to establish a sole source contract to continue services of the existing Driver's License Central Issuance Solution.
Procurement Date:	12/13/2019
Procurement Name:	DMV Procurement 2017: Xerox Managed Print Services in DMV Customer Service Centers
Procurement Description:	DMV requests authorization to deploy Managed Print Services (MPS) with Xerox for a 60 month period at the DMV Customer Service Center locations. DMV expects the Xerox MPS solution will result in greater efficiencies, a reduced foot print, modernized platform; improved services, consumables control, and cost reduction on the printer and copier inventory and operations at DMV Customer Service Center locations statewide.
Procurement Date:	6/16/2017 Multiyear Contract
Procurement Name:	DMV Procurement 2019: Ongoing Services Renewal for SecuriTest Solution 2019-2024
Procurement Description:	Idemia (previously MorphoTrust) deployed the SecuriTest driver testing solution at all DMV service locations in 2014. This is a vendor owned and maintained solution and DMV pays an ongoing monthly service fee to use in support of automated driver license testing operations. This request is to renew ongoing services, as per contract #154:12-007, for the period of March 2019 - March 2024.
Procurement Date:	3/26/2019 Multiyear Contract
Procurement Name:	DMV Procurement 2019: TREDIS Contractual Services 10/01/2019 - 09/30/2020
Procurement Description:	This is a request to extend the TREDIS (Traffic Records Electronic Data System) contractual staff for ongoing operational maintenance and support from 10/1/2019 to 09/30/2020.
Procurement Date:	9/2/2019
Procurement Name:	DMV Procurement 2019: Upgrade Existing Xerox Equipment in DMV Printing Services 01/01/2020 - 06/30/2025
Procurement Description:	This request is to upgrade the existing Xerox equipment in the DMV printing services print shop. This new equipment agreement will be for the period of 1/1/20 - 6/30/25
Procurement Date:	12/20/2019
Procurement Name:	DMV Procurement 2020: OnBase Electronic Document Imaging Solution - Renewal of Ongoing Services and Maintenance
Procurement Description:	The OnBase Electronic Document Imaging Solution (EDIS) and related services have been provided by DataBank IMX (formerly Information Access Systems) since the initial implementation in 2005. DMV's current contract with DataBank IMX expires on August 14, 2020 with subsequent renewals available. This request is for DMV to: 1. Renew the existing contract with DataBank IMX to continue the existing/ongoing

	EDIS maintenance and support services currently being provided. Estimated procurement cost includes one 3-year renewal term. 2. Renew annual software maintenance for EDIS software components (including OnBase software licenses). Estimated procurement cost includes three 1-year software maintenance renewals.
Procurement Date:	8/3/2020
Procurement Name:	DMV Procurement 2017: Upgrade Xerox OCE Production Printers in DMV Printing Services
Procurement Description:	DMV intends to upgrade the Xerox OCE Production Printers in the DMV Printing Services centralized print shop. DMV intends to enter into a 60 month lease agreement using the existing Xerox state contract to accomplish this acquisition.
Procurement Date:	3/24/2017 Multiyear Contract
Procurement Name:	DMV Procurement 2018: Contractual Services Kalyan Dasari 110118-103120
Procurement Description:	This request is to extend contractual services for Lead Technical Application Developer (Kalyan Dasari) effective 11/1/2018 - 10/31/2020
Procurement Date:	11/1/2018 Multiyear Contract
Procurement Name:	DMV Procurement 2018: Managed Support Services for Phone and Contact Center Infrastructure
Procurement Description:	Establish managed support services to provide primary support for the phone system at DMV. . This request will cover funding for support for 36 months beginning in FY18 through FY21.
Procurement Date:	5/1/2018 Multiyear Contract
Procurement Name:	DMV Procurement 2020: Hauling Permit System Interim Contract Extension
Procurement Description:	The current contract for the DMV Hauling Permits solution expires in March 2020 with no extensions available. This request is to approve DMV proceeding with extending the current Hauling Permits contract with Bentley Systems to continue the existing solution while a new replacement solution is procured, developed, and deployed. This extension will cover the time period of April 1, 2020 through March 31, 2023, if needed. DMV intends to utilize only the time needed under this extension to cover the time through deployment of the new replacement solution. A hauling permit is a document that authorizes movement of overweight and/or overdimensional vehicle configurations over the state highway system. Each permit contains routing information, travel regulations and safety requirements. If your vehicle configuration is reduced to its smallest dimensions possible and still exceeds the limitations identified below, you must obtain a hauling permit prior to traveling over Virginia's highways. You can not create an over-dimensional or overweight situation by hauling or towing multiple items.
Procurement Date:	4/1/2020
Procurement Name:	DMV Procurement 2020: Staff Augmentation Services for Mainframe Rehosting July 2020-December 2020
Procurement Description:	DMV is requesting approval for renewing staff augmentation contractual services from the existing CAI contract in support of DMV's Mainframe Rehosting effort for the period of July 2020-December 2020. We confirm that this procurement is in accord with the Chief of Staff April 2 memorandum, which outlined a number of measures to reduce or eliminate agency spending due to the COVID-19 crisis. We have also attained all internal and external budget approvals necessary to complete this transaction.

Procurement	6/15/2020
Date:	

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