

Report Title: 2020 - 2022 IT Strategic Plan

Agency: 194 Department of General Services (DGS)

Date: 6/16/2020

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?

Current Operational IT Investments

The Department of General Services (DGS) Information Systems & Services (ISS) Division provides technologies that enable the agency to offer a broad spectrum of services to citizens, partner agencies as well as partner businesses throughout the Commonwealth. DGS continues to implement technologies that enable web-based and self-directed services. The standard development platform uses JavaScript or .NET with an Oracle or SQL Server backend. The ISS team provides a full spectrum of support to over 80 applications. The Virginia Information Technologies Agency provides most of the agency's IT infrastructure. However, DGS ISS supports the agency-managed infrastructure and systems including:

- The Capitol campus cable plant that supplies connectivity to the COV and tenant agencies from all branches of government
- The Division of Consolidated Laboratory Services (DCLS) laboratory instrumentation
- Building automation and security systems under the Division of Real Estate and Facilities Management (DREFM) in support of DGS as building owner and landlord.

The agency continues to improve and enhance security and risk management programs to protect both systems and data.

DGS applications that support the agency's core business functions and related performance measures include:

- The Division of Consolidated Laboratory Services (DCLS) LIMS application processes and reports results for newborn, clinical, environmental and all hazard samples. The system also monitors compliance with the state's lab certification program.
- DCLS Rhapsody facilitates the daily exchange of lab orders and results with state and federal partners and some hospitals.
- DCLS Qualtrax, a web-based system, monitors and tracks compliance with ISO 17025 standards of accreditation. This

system allows the lab's Quality Assurance group to readily provide ISO auditors with reports that demonstrate: o Compliance and provide information on standard operating procedures and forms

- o Staff competencies, certifications and training records

- o Previous audit findings and the associated corrective action plans

- o Instrumentation maintenance and calibration records

- DCLS Bionumerics helps classify, sequence and link organisms to DNA clusters potentially related to pandemics and national outbreaks.

- DCLS Wintox is used to test and report drug-screening results.

DCLS Laboratory Response Network (LRN) Results messenger is a web-based application used for rapid reporting and secure exchange of biological and chemical agent information with CDC.

- DCLS NorthWest Analytics is used with the clinical, micro, hazard, newborn screening and environmental LIMS Modules for:

- o Quality control tracking

- o Variable and attribute control charting

- o Process based analytics and visualization? NorthWest Analytics enhances quality assurance of sample analysis and reporting.

- The Division of Purchasing and Supply (DPS) hosts eVA, the Commonwealth's online system for electronic procurement of goods and services. eVA is a web-based vendor registration and purchasing system. It allows state agencies, colleges, universities and many local governments to conduct purchasing and sourcing activities for goods and services.

- o Additionally, the Virginia Distribution Center under DPS, uses Virginia Automated Logistics System (VALS) to maintain information on high-quality products used by state agencies, universities and colleges, mental health and correctional institutions, and political subdivisions.

- The Division of Engineering (DEB) uses Building Information Tracking System (BITS), a web-based DGS computer application, to manage project reviews and inspections, and to process key project-related forms. BITS tracks project submittals, manages reviewer assignments, and supports other related business operations. State agencies and DEB use the BITS application to process capital outlay forms for design and other project approvals. BITS is also used for processing Building Permits, Certificates of Use & Occupancy, and requests for Beneficial Occupancy.

The Division of Real Estate and Facilities Management (DREFM) has multiple applications, which include:

- o COVA Trax is a system that combines a SaaS solution with an internally developed web portal in managing the Commonwealth's broad portfolio of real estate leases, owned properties and transaction pipeline. The system helps track land, building, and lease data such as deeds, leases, property contracts and financial data. COVA Trax also helps provide reports to the General Assembly on facility utilization. The web portal allows outside agencies to report their leases not administered by DREFM, and easily review and update their agency land use plans.

- o AIM, the facility maintenance SaaS application, is used by the Bureau of Facilities Management (BFM) to capture and track work order information related to facility maintenance, repairs and equipment upgrades. These include building tenant service requests and ongoing preventive maintenance for state-owned properties in the metropolitan Richmond area.

- o PEGASYS is a system that supports DGS in its role as building owner. The PEGASYS card access system uses security panels and card swipes located throughout the seat of government, and provides physical security and access monitoring.

- o AIMS, the capital area parking system, is used by the Bureau of Parking Services and Building Access to manage the usage of state operated parking facilities.

- o RESOURCE SCHEDULER, a web-based resource scheduling solution, provides an approval workflow for scheduling conference rooms used by Perimeter Center agencies.

Below are other applications in use at the Agency.

- OSPM FEDSURP is the inventory and reporting system used by the Office of Surplus Property Management (OSPM) to track federal surplus property.

- GOVDEALS, an Internet-based auction system, helps the Office of Surplus Property Management (OSPM) list state agency surplus items for sale. GOVDEALS allows potential buyers to bid and buy these items.

- FleetFocus M5 is the automobile fleet management system used by the Office of Fleet Management Services (OFMS) to track vehicle inventory, repairs and maintenance. The fleet comprises approximately 6,425 passenger-type vehicles used by more than 175 state agencies and institutions for official state business.

- PeopleSoft Financials, used by the Office of Fiscal Services, maintains DGS financial activities. DGS PeopleSoft Financials integrates with eVA and Cardinal.

- PeopleSoft Time & Labor, used by Human Resources, supports the time reporting needs of a wide range of business functions including payroll, financial and employee benefits.

- PeopleSoft Information Security Access System (ISAS), a DGS security management tool, allows managers to request, change or track staff access to the DGS network and applications.

- PAYMENT PORTAL, used by eVA, the flag store and the DCLS Drinking Water application, processes online payments.

- MPR, a web-based Monthly Positions Report is used by the Office of Human Resources (HR), to track job positions and staffing. It is also available to DGS business unit directors and their assigned personnel for quickly reviewing employee information under their respective purviews.
- EPISERVER is the content management system for the agency website.

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?

Internet Utilization

Network performance is a priority for DGS campus sites and field offices. The agency continues to increase its use of the Internet as web-based applications are implemented at the agency. Use of innovative Cloud-based agency applications and services will continue to increase internet capacity requirements.

Executive Order 19

EO19 mandates agencies to leverage cloud solutions and migrate infrastructure services to cloud-based technologies. DGS has evaluated existing systems and our strategy is to migrate all Oracle Databases and related applications to the Oracle Cloud PaaS. All remaining physical hardware servers at CESC will be moved to VMs and will be migrated to VITA's private cloud in the FY20-21 timeframe.

Security Services

DGS is currently not utilizing the shared security services; we continue to manage internally. Evolving audit requirements and standards are resulting in increased support demands for many staff throughout the agency.

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?

- DGS plans to solicit sealed proposals to establish a long term contract with an external vendor to provide the Commonwealth's enterprise-wide electronic procurement solution (eVA).
- VDC will continue the upgrade of three applications within VALS (Virginia Automated Logistics System) to remain on supported software and benefit from new functionality. Once this is complete, the VDC will evaluate the effectiveness of developing a customer payment information interface from the DGS Financial System to VALS. This interface would provide information to VDC customers. VDC is also evaluating an interface of receiving information from VALS to eVA to eliminate data entry.
- Following the recent upgrade of all core LIMS application modules, ISS will be focusing on the following Lab IT initiatives:
 - o Establish electronic standards-based exchange with six national providers who administer proficiency test studies for contract environmental laboratories under the National Environmental Lab Accreditation Conference
 - o Increase data exchange capacity for higher availability and redundancy in the Orion Rhapsody data integration engine
 - o Continue statewide expansion of NBS Lab Results security and standards exchange
 - o Implement quality control tracking and reporting of inventory and equipment used for environmental sample testing. This tracking will ensure compliance with the National Environmental Laboratory Accreditation Committee (NELAC) recommendations
 - o Expand inventory module within LIMS to track hazardous materials and other lab managed inventories
 - o Work with CDC and other public health labs to develop an HL7 standards-based message guide and vocabulary set for reporting Chemical Terrorism (CT) results to CDC's Lab Reporting Network (LRN), including the development of new workflows within LIMS, along with custom interfaces for CT testing lab instrumentation
 - o Enhance DGS ecommerce to facilitate online ordering and payment of Newborn screening collection cards
 - o Expand the capability for submitting Newborn screening orders electronically through DCLSCConnect
 - o Expand DCLSCConnect user base to include out-of-state physicians, military base health professionals and genetic counselors
 - o Explore alternatives for customers without HL7 capabilities for the secure electronic delivery of lab results and submitting lab orders, which will likely involve a web portal or a publish/subscribe web Application Programming Interface (API)
 - o Enhance DGS ecommerce to allow users to add tests from the drinking water catalog and Also build functionality to email solicitation letters to the public water suppliers
 - o Utilize AWS data storage services to maintain isolate records, DNA sequence files, and analytical reports generated during public health investigations (Cloud record storage is vital to upholding state and federal retention policies, AWS may provide an economic and practical solution for this issue.)
 - o Build data exchange interfaces and LIMS workflow changes to expand Drug Abuse testing to other state entities
 - o Build data exchange interfaces and LIMS workflow changes to expand drinking water testing programs to public schools
 - o Implement three new NBS disorders, X-Andrenoleukody (XALD), Spinal Muscular Atrophy (SMA) and Congenital Cytomegalovirus (CMV), which may require developing additional interfaces and/or workflows.

COVA Trax Enhancements

The following enhancement, configuration, and expansion efforts are underway for COVA Trax:

- o Version 35 upgrade primarily is a user interface refresh that will require staff training and revised user documentation.
- o VCU has expressed interest in replacing its Lease Administration System with COVA Trax. All VCU-related sites/properties, units, leases, and tenants are already in COVA Trax, as are many VCU vendors. VCU would like to start administering their own leases by leveraging the existing COVA Trax Lease Administration. Implementation for VCU requires row-level security configuration, for its own VCU General Ledger, change codes and owner records.
- o COVA Trax Portal Enhancements will be done on an annual basis and include additional flood hazard questions and new Land Use Permits (LUP) questions for collecting utilization data, which are currently in development for the web portal.
- o Further utilization opportunities are underway, including a Lease Compliance Module to assist the agency with Governmental Accounting Standards Board compliance reporting, which are under consideration for other internal and external agency business processes.
 - FleetFocus M5 (Assetworks) - the Office of Fleet Management Services (OFMS) will enhance and upgrade from version 16 to version 18. Assetworks releases new versions every three years.
 - DGS is participating in the revised and expanded Cardinal HCM project (formerly the Cardinal CIPPS replacement project), as an interface agency. The project requires modification of several interfaces between our existing DGS PeopleSoft systems and the new Cardinal HCM.
 - The DGS-managed surveillance system, TruVision Navigator, has components that are approaching end of life due to technology changes in the industry.
 - DEB core application, BITS, is undergoing multiple functional enhancements and changes. These changes may affect integrations with SharePoint and BlueBeam electronic plan review software, and may require modifications to continue support of the integrations.
 - We will continue to expand upon the capabilities of our Payment Portal application. The planned enhancements include the option for check processing and potential new interfaces with agency applications. There will also be integration work to migrating existing applications, including the flag store and eVA, to PayPort 2.0.
 - We will migrate from our own dedicated SharePoint environment to the Enterprise Shared offering managed by VITA, evaluate the capabilities of the new environment and create a plan to capitalize on these.
 - We will continue to expand functionality on the DGS website with an emphasis on ecommerce, graphical communications (newsletters and email lists), calendar services, and mapping functionality.
 - Budget decision packages will be submitted to the Department of Planning and Budget for any agency defined priorities or mandated projects as needed.

Report Title: IT Strategic Plan Budget Tables

Agency: 194 Department of General Services (DGS)

Date: 6/16/2020

Current IT Services				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Projected Service Fees	\$2,321,617.00	\$1,293,538.00	\$2,391,265.00	\$1,332,344.00
VITA Infrastructure Changes	\$0.00	\$0.00	\$0.00	\$0.00
Estimated VITA Infrastructure	\$2,321,617.00	\$1,293,538.00	\$2,391,265.00	\$1,332,344.00
Specialized Infrastructure	\$0.00	\$0.00	\$0.00	\$0.00
Agency IT Staff	\$425,631.00	\$3,307,466.00	\$440,500.00	\$3,359,250.00
Non-agency IT Staff	\$36,000.00	\$264,000.00	\$136,000.00	\$394,000.00
Cloud Computing Service	\$156,035.00	\$6,675,966.00	\$170,500.00	\$6,725,500.00
Other Application Costs	\$28,000.00	\$22,054,515.00	\$28,000.00	\$22,054,515.00
Total	\$2,967,283.00	\$33,595,485.00	\$3,166,265.00	\$33,865,609.00
Proposed IT Investments				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Major IT Projects	\$0.00	\$15,000,000.00	\$0.00	\$14,804,258.00
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	\$17,354,162.60	\$0.00	\$127,733.61
Non-Major Stand Alone IT Procurements	\$0.00	\$100,000.00	\$0.00	\$100,000.00
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	\$32,454,162.60	\$0.00	\$15,031,991.61
Projected Total IT Budget				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Current IT Services	\$2,967,283.00	\$33,595,485.00	\$3,166,265.00	\$33,865,609.00
Proposed IT Investments	\$0.00	\$32,454,162.60	\$0.00	\$15,031,991.61
Total	\$2,967,283.00	\$66,049,647.60	\$3,166,265.00	\$48,897,600.61

Report Title: Business Requirements For Technology

Agency: 194 Department of General Services (DGS)

Date: 6/16/2020

194 DGS BRt Cloud Readiness Assessment 2018 DCLS -v10 LIMS	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	1/8/2019
Mandate:	Yes
Mission Critical:	Yes
Description:	
<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.</p> <p>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:</p> <ul style="list-style-type: none">Started the process of creating a cloud services modelBegun obtaining information about agency systems that can be migrated to a cloud environmentProvided an overview of the process at the recent agency information technology resources (AITR) meetingPlanned additional announcements to AITRs regarding remaining stepsIncluded cloud-related services and migration to the new data center in the recently awarded infrastructure contracts <p>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. enabled, VITA will</p> <p>To identify which existing solutions can be migrated to the cloud and ensure all new IT solutions proposed be cloud- issue a hosting standard in the coming weeks. This standard will define terminology and identify requirements agencies must consider when implementing cloud-based IT solutions.</p>	
194 DGS BRt Cloud Readiness Assessment 2018 Oracle 12c	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	1/14/2019
Mandate:	Yes
Mission Critical:	Yes
Description:	
<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.</p> <p>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:</p> <ul style="list-style-type: none">Started the process of creating a cloud services modelBegun obtaining information about agency systems that can be migrated to a cloud environmentProvided an overview of the process at the recent agency information technology resources (AITR) meetingPlanned additional announcements to AITRs regarding remaining stepsIncluded cloud-related services and migration to the new data center in the recently awarded infrastructure contracts <p>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</p>	

upcoming budget cycle. enabled, VITA will

To identify which existing solutions can be migrated to the cloud and ensure all new IT solutions proposed be cloud- issue a hosting standard in the coming weeks. This standard will define terminology and identify requirements agencies must consider when implementing cloud-based IT solutions.

194 DGS BReT Cloud Readiness Assessment 2018 SharePoint 2013

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

Description:

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

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. enabled, VITA will

To identify which existing solutions can be migrated to the cloud and ensure all new IT solutions proposed be cloud- issue a hosting standard in the coming weeks. This standard will define terminology and identify requirements agencies must consider when implementing cloud-based IT solutions.

194 DGS BReT Cloud Readiness Assessment 2018 SQL Server 2012

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

Description:

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

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. enabled, VITA will

To identify which existing solutions can be migrated to the cloud and ensure all new IT solutions proposed be cloud- issue a hosting standard in the coming weeks. This standard will define terminology and identify requirements agencies must consider when implementing cloud-based IT solutions.

BRET - DCLS Business Continuity Solution for Data Exchange (FY16-18)

BRT Type: Business Requirement for Existing Technology

Date Submitted: 1/14/2020

Mandate: No

Mission Critical: Yes

Description:

Re-architect the lab's data exchange environment by clustering and configuring servers for high availability, service redundancy, ease of failover, and 24/7 operation to support the reliable and secure exchange of electronic lab orders and results with partner agencies.

BRET - DCLS Data Exchange with Environmental Labs PT Providers (FY16-18)

BRT Type: Business Requirement for Existing Technology

Date Submitted: 7/25/2019

Mandate: No

Mission Critical: No

Description:

Establish an electronic standards-based exchange with six national providers who administer proficiency test studies for contract environmental laboratories using Orion Rhapsody as the data integration engine/message broker and the Lab Certification LIMS.

BRET - DCLS QC and Reagent Tracking in the Environmental LIMS

BRT Type: Business Requirement for New Technology

Date Submitted: 7/25/2019

Mandate: No

Mission Critical:

Description:

Implement QC tracking and reporting of the inventory and equipment used to perform environmental sample testing to ensure compliance with the National Environmental Laboratory Accreditation Committee (NELAC) recommendations.

BReT - DGS Payment Portal Enhancements

BRT Type: Business Requirement for Existing Technology

Date Submitted: 7/27/2019

Mandate: No

Mission Critical: No

Description:

DGS has identified additional requirements for the payment portal such as the capability for check processing and potential interface with other applications such as federal surplus.

BRET DGS Peoplesoft and CIPPS Cardinal Replacement Interfaces

BRT Type: Business Requirement for Existing Technology

Date Submitted: 7/27/2019

Mandate: Yes

Mission Critical:	No
Description:	
The DGS PeopleSoft Financials Time & Labor applications have interfaces with the CIPPS system. There will be a Cardinal CIPPS replacement. PeopleSoft will need to modify its interfaces from CIPPS to the new Cardinal CIPPS replacement.	
BReT DGS Voice Networks	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	10/17/2019
Mandate:	No
Mission Critical:	
Description:	
DGS has approximately 260 non-UCaaS (HIPC) VOIP phone lines which will need to be migrated.	
BReT End of Life 2008 Server DGS	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	8/30/2019
Mandate:	
Mission Critical:	
Description:	
Agency will create a mitigation plan to address End of Life 2008 servers.	
BReT Replacement of DGS-Managed Surveillance System Components	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	8/23/2019
Mandate:	No
Mission Critical:	
Description:	
The DGS-managed surveillance system, TruVision Navigator, has certain components that are approaching end of reasonable life due to substantial technology changes in the industry. A study will need to take place to determine how best to approach the migration to and management of a new system.	
BReT Server/Storage including Housing of IT Equipment	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	10/12/2019
Mandate:	No
Mission Critical:	
Description:	
VITA is initiating disentanglement from NG servers and storage. DGS has 68 servers which will need to be migrated and tested during this transition. Approximately 35 applications will be affected by this move and will need to be tested.	
BReT VDC VALS upgrade	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	8/10/2019
Mandate:	No
Mission Critical:	No

Description:

Upgrade the software for VALS (Virginia Automated Logistics System) to include the ERP, web, and warehouse management applications. This will keep VDC on current software releases and will move them to a newer operating system.

BRnT - Lab Orders - DCLS NBS Data Exchange through ConnectVirginia

BRT Type:	Business Requirement for New Technology
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Date Submitted:	12/6/2019
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Mandate:	No
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Mission Critical:	Yes
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Description:

DGS-DCLS intends to pilot the electronic exchange of lab orders and results, leveraging ConnectVirginia's capabilities and the established public health reporting pathway, to improve the delivery of NBS lab orders from the hospitals and results to the provider community and hospitals from DCLS.

BRnT - Lab Results - DCLS NBS Data Exchange through ConnectVirginia

BRT Type:	Business Requirement for New Technology
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Date Submitted:	12/6/2019
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Mandate:	No
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Mission Critical:	Yes
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Description:

Virginia's Newborn Screening (NBS) Program data from 2014 indicates that we are not meeting the timeliness recommendations set forth by the Secretary's Advisory Committee on Heritable Disorders in Newborns and Children, with the majority of Virginia's newborn screening results taking great than seven days of life to be reported to healthcare providers. As a result, VA intends to pilot the electronic exchange of lab orders and results, leveraging ConnectVirginia's capabilities and the established public health reporting pathway, to improve the delivery of NBS results to the provider community and hospitals.

BRNT DGS - Electronic Plan Review Software

BRT Type:	Business Requirement for New Technology
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Date Submitted:	7/27/2019
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Mandate:	
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Mission Critical:	No
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Description:

BCOM is in the process of acquiring an electronic plan review software. One of the biggest challenges of any construction project is the management of the immense number of documents that are created, processed and managed throughout the project. The building plan review process requires the project design team to send copies of plans, specifications and other supporting documents, not to mention all subsequent resubmittals, to the owning agency and the State Building Official (DGS/DEB/BCOM). Beyond the expense required to do this, it makes accessing the material difficult for the project team. With an electronic plan review software, this all changes as all applicable parties can access the same documents electronically in PDF, can quickly search and navigate through all the documents, and assemble their responses. BCOM has also identified potential benefits from creating an interface between BITS and the electronic plan review software.

BRnT DGS CPU Contract Management Software

BRT Type:	Business Requirement for New Technology
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Date Submitted:	4/24/2019
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Mandate:	No
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Mission Critical:	No
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Description:	
DGSs Central Procurement Unit has a need for a contract management software.	
BRNT DGS Ecommerce	
BRT Type:	Business Requirement for New Technology
Date Submitted:	7/28/2019
Mandate:	No
Mission Critical:	No
Description:	
DGS is investigating several ecommerce opportunities for several business units (New Born Screening kits, water kits, surplus ?) using the new content management system.	
BRNT DGS Rewrite Flagstore Application	
BRT Type:	Business Requirement for New Technology
Date Submitted:	7/28/2019
Mandate:	No
Mission Critical:	No
Description:	
The current flag store is being evaluated for a potential rewrite within the new website content management system.	
BRNT DGS Website Redesign	
BRT Type:	Business Requirement for New Technology
Date Submitted:	6/26/2019
Mandate:	No
Mission Critical:	
Description:	
Replace our legacy DGS Website with a new Content Management System.	
BRnT DRES - Integrated Real Estate Management System Replacement	
BRT Type:	Business Requirement for New Technology
Date Submitted:	10/10/2019
Mandate:	No
Mission Critical:	No
Description:	
<p>The Division of Real Estate Services (DRES), a business unit of the Department of General Services (DGS) was formed in January 2005 as a direct result of 2004's Executive Order 75, "Managing the Commonwealth's Real Estate Holdings." DRES was established as a "one-stop shop" to provide comprehensive real estate portfolio management and transactional services on behalf of the Commonwealth.</p> <p>Below are specific Code of Virginia establishing certain performance measurements, procedures and annual reporting requirements for DGS/DRES:</p> <p>§ 2.2-1131.1. Establishment of performance standards for the use of property, § 2.2-1136. Review of easements; maintenance of real property records, § 2.2-1153. State agencies and institutions to notify Department of property not used or required; criteria.</p> <p>In 2007, a RFP resulted in the purchase of an IMWS product to assist DRES in the proactive management of the Commonwealth's real estate assets as drafted in the aforementioned EO. This was a replacement to an existing purchased system (PLATS) that had become outdated due to several issues but specifically lack of support from the vendor on CoVA customizations, inability to offer access to the database to other agencies and overall missing functionality to provide for high-quality and efficient lease and transaction administration.</p>	

The new web-based application, internally named IREMS (Integrated Real Estate Management System) was purchased from a California-based firm called Bricnet (BN). It was customized to meet CoVA specifications and went live in May 2008. We continued to receive BN support on the product and customizations through the end of FY 2012 through annual maintenance renewals. The product was hosted by DGS at CESC.

On May 24th, 2012, DGS received a formal notice from Bricnet announcing it was initiating dissolution and termination of its business effective June 30th, 2012 due to lack of investor funding and the company could no longer provide any support for its products after this date. Meetings with the appropriate DGS business units affected by this notice were promptly held including DGS Procurement to handle contract review and response.

Pursuant to the terms of our contract with BN, all source codes, related documentation, materials, etc. for our product were released to DGS upon BN's dissolution. In July 2012, DGS was contacted by a firm based out of Massachusetts, a competing vendor to BN that also sold software solutions for real estate management. This company had hired 3 former staff from BN and was offering extended limited support only for our BN product (the vendor had not purchased the former BN company or any of its products, technology, etc.) This support offer was initially said to be available through the end of the year but was later revised to end on September 10, 2012.

Thus IREMS is an at-risk application being that it currently has no vendor support however, fortunately, the application remains stable and is continued to be utilized to the same extent prior to this event. To ensure continued stability, DGS has a functionality "freeze" wherein no changes will be made to the application except for pending items previously approved and tested and routine data uploads via the web service.

This application is critical in managing day-to-day processes, for continuity in our ability to provide services to our agency clients and for meeting our legislative mandated requirements. Therefore a replacement solution that can be implemented within a short timeframe and at limited expense is necessary and desirable.

Primary responsibilities and services to be managed via the solution are described below:

- a) Maintain a detailed and accurate inventory of all state-owned and leased real property pursuant to Virginia code § 2.2-1136 (currently 1,100+ Tract records, 12,500+ Building records, 7,500+ Deed records, 1,530+ Lease records; includes expense leases, temporary transfer agreements, use agreements and income leases),
- b) Provide lease administration on behalf of state agencies, currently for 450+ leases, including automated batch processing and interfacing to PeopleSoft of monthly AP (payments to Landlords) and AR (IAT billings to agencies for funding rental amounts due and to pay DGS Surcharge Fee.) In addition, record and track all other lease commitments for non-administered/delegated agencies and higher education institutions,
- c) Maintain and provide on-line access to electronic copies of associated real estate documents (deeds, due diligence files, lease agreements, etc.),
- d) Provide tools for the querying and reporting of management-related metrics and to comply with legislative mandates including analyzing current and future lease requirements by agency, location and use of state-owned property, determining FY budget needs, annual accounting and performance updates for CAFR and General Assembly publications, etc.
- e) Manage, track and provide routine updates to management and agency contacts as to the status of active transactions, i.e. new acquisitions, leases for new rental space, lease term extensions, surplus property disposition, etc. Provide real-time transaction/project status to agency contacts via read access to the system (eliminate/reduce need for separately-maintained reporting.)
- f) Manage the complete process of billing agencies and others for DRES services at the rates submitted to and approved by JLARC (eliminate both use of a separate database currently handling the majority of this process along with the manual process for creation of IATs.)
- g) To assist with managing agency space requirements, provide the ability to review and work with CAD drawings.

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BRnT Replace Fleet application with a web based system

BRT Type:	Business Requirement for New Technology
Date Submitted:	4/24/2019
Mandate:	No
Mission Critical:	No

Description:

The existing Fleet management application is based on client-server technology, which is dependent on citrix. DGS desires to move away from the citrix dependency and replace the existing application with a web based system.

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BRnT VDC Import Payment Interface

BRT Type:	Business Requirement for New Technology
Date Submitted:	8/5/2019

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Mandate:	No
Mission Critical:	No
Description:	
VDC would like to bring payment data from the DGS PeopleSoft Financial System into the Warehouse Management System, so that data can be displayed to customers along with other information that is currently shown.	

Report Title: IT Strategic Plan Projects

Agency: 194 Department of General Services (DGS)

Date: 6/16/2020

Projects			
Enterprise Electronic Procurement Solution 2019			
Oversight and Governance Category: Category 1: High/High		Investment Business Case Approval	
Project will support the implementation resulting from the competitive procurement (RFP) of an Enterprise Electronic Procurement Solution. Current eVA contract ends 6/30/2021. Estimated Project Costs include DGS staff, IV&V, SEC525, ECOS, data transition and conversion, organizational change management and project management, RFP estimates, and a 10% contingency.			
Planned Project Start Date: 8/1/2020		Planned Project End Date: 6/30/2021	
Estimated Costs:	Total	General Fund	Nongeneral Fund
Project Cost	\$29,804,258.00	\$0.00	\$29,804,258.00
Estimated project expenditures first year of biennium:	\$15,000,000.00	\$0.00	\$15,000,000.00
Estimated project expenditures second year of biennium:	\$14,804,258.00	\$0.00	\$14,804,258.00
Project Related Procurements			
PBA - Enterprise Electronic Procurement Solution 2019			
This business requirement is to execute a new contract for eVA, the electronic procurement solution for the Commonwealth.			

Report Title: IT Strategic Plan Procurements

Agency: 194 Department of General Services (DGS)

Date: 6/16/2020

Stand Alone Procurements:	
Procurement Name:	DCLS LIMS Contract Renewal - Procurement
Procurement Description:	Establish a replacement contract with Abbott Informatics to ensure ongoing maintenance and support for the Division of Consolidated Laboratory Services' laboratory information management system known as SUNRISE.
Procurement Date:	3/1/2016 Multiyear Contract
Procurement Name:	eVA Enterprise Procurement System Contract Extension
Procurement Description:	This business requirement is to extend the existing contract for eVA.
Procurement Date:	7/1/2016 Multiyear Contract
Procurement Name:	Surplus Property Auction Procurement
Procurement Description:	Looking for a surplus property auction service similar to govdeals. GovDeals.com provides services to various government agencies that allow them to sell surplus items via the Internet. GovDeals provides a means for the Office of Surplus Property Management to list surplus items for sale and for potential buyers to bid upon these items via an Internet-based auction system. Although GovDeals may provide software and applications to the Client to make the listing of items easier, GovDeals is not a party to the actual sale and has no control over the listed information or the ability of the buyer and seller to complete the transaction. .
Procurement Date:	12/31/2017 Multiyear Contract