Report Title: 2020 - 2022 IT Strategic Plan

Agency: 506 Motor Vehicle Dealer Board (MVDB)
Date: 8/5/2020

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 agencys strategy for managing existing operational IT investments:

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

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

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

The Motor Vehicle Dealer Board (MVDB) will administer sections of the Commonwealths Motor Vehicle Dealer Laws and regulations as charged; while providing a high level of customer service for the automotive consumer and dealer community. 1. The Horizon IT initiative was rolled into production Fall 2015. The primary function of Horizon is to manage dealer and salespersons licensing data in order to be responsive to our customer base (dealer community). Our agency roll-out approach continues to use agile project management. This enables the agency to have beneficial ROI while user requirements have shorter timescales. For the FY 20 - 22 Horizon 3.0 initiatives will focus on civil penalty tracking, dealer education, greater reporting and analytics, dealer electronic notifications to reduce regular mail costs, as well as document management workflow integration. Horizon project development life cycle continues to be consistent with Microsoft standard. Horizon technologies in SQL Server 2016, Visual Studio 2019 Asp.net Core MVC, Web development software). Web based design continues to enable easier upgrades and deployments and for system maintenance and upgrades when applicable. 2. Global Search - Global Search is the agency's document management system for the retrieval and storage of scanned documents. This system allows staff to efficiently retrieve electronic documents for research, validation and review purposes as it impacts the agency mission. Global Search has an ongoing maintenance agreement with VITA approved contract to ensure dedicated resources are assigned to technical questions and necessary software upgrades from vendor. a. FY 20 - 21 we will be looking at the next upgrade to Global Search desktop and web application. 3. SharePoint: To improve the logging and scanning of incoming mail items, we will be using a portion of the agency's SharePoint portal. This will enable documents to be scanned more quickly and in smaller amounts to decrease the time it takes to get scanned documents into Global Search. The addition of new users being added to the SharePoint Portal Members will be necessary. a. FY 20 we will be investing in (2) new scanners for use with scanning incoming mail into Global Search

Factors Impacting the Current IT

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

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

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

·   Mainframe Project: The unknown/uncertainty interface between MVDB (Horizon) and DMV mainframe could potentially have an impact for mission critical operations and cost the agency unanticipated expenses for mainframe connectivity. It may be beneficial to have a standardize emulator for all executive branch agencies to connect to the new mainframe.

·   Cloud based services: As the business needs arise we will evaluate cloud solutions however nothing eminent today.

·   Internet Utilization: Our business depends on excellent and responsive internet connectivity; Our field agents (Mobile Teleworkers) use the internet as part of their normal activities and field investigation work. We are seeing an increase in internet utilization due to agency communication with remote staff, audio/video hearings and training agendas. Currently our network has been increasingly slow and disrupted in our normal working environment. Adding new technology resources and staff will surely degrade more of our network connectivity which will impact our future growth, service to our customers and transition to a more paperless environment.

Proposed IT Solutions

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

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

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

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

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

1.   External agency web site redesign: The agency anticipates during this fiscal year a website redesign to enhance customer service delivery support and to keep in compliance with industry web site standards. Our goal during this cycle is to promote additional interactive UI for our customer base.

2.   Radical redesign of Dealer License Renewal Portal: The current Dealer License Renewal Portal is dated and used by less than 1% of the eligible users. Issues lie with the application timing-out or disconnects while the customer is completing the renewal of dealer licenses. We are working with DMV IT Staff to provide areas of correction and modification to improve the overall user experience of the dealer portal. Additional funding will be necessary to move forward with replacing the current system.

3.   The agency is utilizing our internal system, Horizon to notify customer base (dealers) vs. using traditional USPS, therefore the transition to messaging could have a major impact on our business. We anticipate significant postage savings during this FY as a result of program enhancements to Horizon.

Report Title: IT Strategic Plan Budget Tables
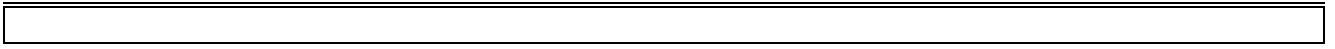
Agency: 506 Motor Vehicle Dealer Board (MVDB)
Date: 8/5/2020

Current IT Services				
	Costs Year 1		**Costs Year 2**	
Category	**GF**	**NGF**	**GF**	**NGF**
Projected Service Fees	$0.00	$164,324.00	$0.00	$169,254.00
VITA Infrastructure Changes	$0.00	$0.00	$0.00	$0.00
Estimated VITA Infrastructure	$0.00	$164,324.00	$0.00	$169,254.00
Specialized Infrastructure	$0.00	$0.00	$0.00	$0.00
Agency IT Staff	$0.00	$80,350.00	$0.00	$82,760.00
Non-agency IT Staff	$0.00	$0.00	$0.00	$0.00
Cloud Computing Service	$0.00	$0.00	$0.00	$0.00
Other Application Costs	$0.00	$10,000.00	$0.00	$12,000.00
Total	$0.00	$254,674.00	$0.00	$264,014.00

Proposed IT Investments				
	Costs Year 1		**Costs Year 2**	
Category	**GF**	**NGF**	**GF**	**NGF**
Major IT Projects	$0.00	$0.00	$0.00	$0.00
Non-Major IT Projects	$0.00	$0.00	$0.00	$0.00
Agency-Level IT Projects	$0.00	$124,000.00	$0.00	$124,000.00
Major Stand Alone IT Procurements	$0.00	$0.00	$0.00	$0.00
Non-Major Stand Alone IT Procurements	$0.00	$0.00	$0.00	$0.00
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	$124,000.00	$0.00	$124,000.00

Projected Total IT Budget				
	Costs Year 1		**Costs Year 2**	
Category	**GF**	**NGF**	**GF**	**NGF**
Current IT Services	$0.00	$254,674.00	$0.00	$264,014.00
Proposed IT Investments	$0.00	$124,000.00	$0.00	$124,000.00
Total	$0.00	$378,674.00	$0.00	$388,014.00

Report Title: Business Requirements For Technology

Agency: 506 Motor Vehicle Dealer Board (MVDB)
Date: 8/5/2020

Agency Web Redesign	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	1/1/2020
Mandate:	No
Mission Critical:	
Description:	
redesign of agency web site	

BReT Commonwealth Security Compliance	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	1/15/2020
Mandate:	Yes
Mission Critical:	
Description:	
Agency working with Commonwealth for Compliance.	

BReT Dealer License Renewal Portal	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	10/17/2019
Mandate:	No
Mission Critical:	No
Description:	
Redesign of Dealer License Renewal Portal: The current Dealer License Renewal Portal is dated and results in issues with completing the renewal of dealer licenses. We are working with DMV IT Staff to provide areas of correction and modification to improve the overall user experience of the dealer portal. Additional funding will be necessary to move forward with this project	

Horizon	
BRT Type:	Business Requirement for New Technology
Date Submitted:	1/15/2020
Mandate:	No
Mission Critical:	Yes
Description:	
replaces OnBoard - application used for license salespersons and dealers	

Smart Search	
BRT Type:	Business Requirement for New Technology
Date Submitted:	1/15/2020
Mandate:	No
Mission Critical:	No
Description:	
Houses our scanned documents for retrieval purposes	

Report Title: IT Strategic Plan Projects

Agency: 506 Motor Vehicle Dealer Board (MVDB)
Date: 8/5/2020

There are no projects for this agency.

Report Title: IT Strategic Plan Procurements

Agency: 506 Motor Vehicle Dealer Board (MVDB)
Date: 8/5/2020

Stand Alone Procurements:

There are no stand alone procurements for this agency.