

2022 - 2024 IT Strategic Plan

Agency: 136 Virginia IT Agency (VITA)

Date: 9/24/2022

Current IT State

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?

VITA provides infrastructure and value-add IT services to commonwealth agencies and, in certain cases, local governments. In late 2018, VITA transitioned from using and managing a single supplier of IT infrastructure services to a multisupplier model with eight (8) suppliers providing services, including a multisourcing service integrator (MSI). The resulting IT infrastructure services platform (ITISP) provides opportunities for deploying additional optional services to customer agencies, obtaining cost savings and reducing the risk associated with reliance on a single partner.

Since implementation of the ITISP, VITA has been maturing processes, improving the customer experience and optimizing the service portfolio. All of the current contracts contain renewal options of varying durations, however, over the next five years, while most of the current contracts will still have time left on renewals (should they all be exercised), procurements for most of the services will need to start within the five-year window. Note that a contract has recently been signed with a new messaging services supplier. Implementation will extend into the spring of 2022. In addition, as a managed supplier, VITA also provides application integration services, Microsoft SharePoint and Teams, and a number of other value-add, optional services.

In response to customer demand, VITA has also already begun to deploy value-add, optional services to agencies. We expect the number and types of these services to increase each fiscal year.

While VITA is supporting customer agencies, we have made limited investments in VITA itself. If VITA is to continue improvements to customer service, rapidly deploy new services and manage an increasing number of suppliers, modest investments in VITA productivity, data management and workflow tools will be required.

Because of ongoing issues with TEBS, VITA is considering alternatives for Telco ordering and billing. We are currently evaluating proposals in response to a Statement of Requirements (SOR) issued through the CAI contract to engage consulting help in determining the best path forward for telco ordering and billing. That engagement will likely last through the end of CY21; a follow-on procurement for a TEBS replacement is just one possible outcome of the consulting engagement.

VITA also provides support for the governor's office including staff, applications and associated infrastructure. VITA will also be supporting the 2021-2022 transition of administrations.

VITA maintains software licenses with costs ranging from under \$100 to approximately \$700,000. Most of these require annual renewals and are included in either VITA overhead or as part of the cost of VITA services charged back to customer agencies.

Critical staff vacancies and shortages are anticipated in the next five years due to the number of staff that are

retirement-eligible and the need to manage an ever more complex environment (in terms of the number of suppliers and the number and diversity of services). VITA's ability to support the rapidly increasing demand for new services to meet new requirements and to fulfill all current mandates will depend on approval for future budget decision packages, some to be submitted in the FY22 budget planning cycle.

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?

Mainframe Enterprise Strategy - Our current mainframe contract expires in June 2022 with two one-year renewal options. As agencies elect to move applications out of the mainframe environment, the costs of providing mainframe services to remaining agencies may become cost prohibitive. As a result, VITA is working with agencies that currently have mainframe applications or use the mainframe for data storage to identify alternative strategies. **Manages Security Services (MSS) Sourcing Strategy** – The contract with our current MSS supplier has an initial term end of 2/20/2023 with two 2-year renewal options. Supplier performance has been problematic and there are some options available that could result in breaking up this tower. VITA's sourcing team is taking point on developing a strategy for providing the services currently with the single supplier.

Data Center Move - the lease on the CESC data center facility expires in June 2022. VITA and our ITISP suppliers have been moving compute out of CESC and into a new data center facility. It is expected that all compute will be out of CESC by 12/31/2021 and that the building will be completely vacated by 6/30/2022.

Sourcing Strategy for value-add, optional services – Customer agency demand has surfaced requirements for a number of different optional services. VITA's sourcing team is currently compiling demand data in anticipation of conducting an RFP early in FY22 that will cover a number of different services, primarily aimed at facilitating digital transformation for customer agencies.

Executive Order 19 (EO-19) - Agencies are under specific guidelines to assess applications for cloud readiness and to move applications to the cloud. VITA has a number of services available to assist agencies in EO-19 compliance efforts

Network Latency and Bandwidth Issues - VITA has received multiple concerns raised by its customers regarding latency and bandwidth issues with much of it focused on the additional bandwidth needed as agencies comply with EO-19 and move applications to the cloud. Working with our suppliers, VITA is standing up a new software defined wide area network service (SDWAN) that will be deployed for optional agency use in the early summer of 2021. VITA is also implementing Network Performance Monitoring tools that will be leveraged for providing agency specific views into their network performance for agency assets. Based on consistent agency demand for better visibility and reporting at their level vs the overall Commonwealth VITA is looking to add additional Unified and Experience monitoring solutions within the next 12 months.

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

- The anticipated growth in Virginia residents' demands for public services may require new or expanded technologies and/or technology services.

- The pace of technological change continues to increase.
- The need to support agencies in their digital transformations.
- The need to address the large percentage of staff positions in VITA that are “single points of failure” (and thus have no back-up and no ability to designate a back-up resource).

Proposed IT Solutions

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

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

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

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

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

VITA's current goals:

Goal 1: Partner with customer to develop positive customer experiences and achieve business outcomes through technology.

Goal 2: Invest in and empower our people to foster a customer-oriented and innovative workforce.

Goal 3: Address risk, seize opportunities, and mitigate costs through proactive governance.

In furtherance of these goals, VITA has adopted the following strategies:

- Digitally Transform & Mature Project and Portfolio Management for VITA the Agency
- Create Customer “Digital Transformative & Value” Enterprise Service Offerings
- Digitally Transform VITA and Virginia.gov Websites
- Modernize Finance Program
- Modernize and Enhance Operational Capabilities through the introduction of new toolsets required for providing agency transparency into their environments.
- Improve Agency & Employee Productivity Enhance Enterprise Cultural and Political Support Capabilities
- Build out a Culture for IT Innovation & Adoption
- Create an Analytics Capability for VITA the Agency
- Digital Transformation of Governor's Office
- Support Key Executive Programs & Orders
- Support Enterprise Platform Services with Artificial Intelligence, Machine Learning and Robotic Process enhancements.

VITA's strategy for its new IT investments for the ITISP includes an emphasis on improving service delivery quality, rapidly deploying new services (especially those that enable digital transformation), strengthening supplier relationships and improving the end-to-end customer experience.

During this 5-year planning period, VITA anticipates at least several major procurements in support of the ITISP.

Specific decisions on whether to extend which contracts have not been made. VITA is in the process of standing up a team dedicated to sourcing strategy. Once that team is fully staffed, specific strategies will be developed for each service tower. As one of the managed suppliers, VITA will also be implementing new value-add services to meet specific customer demands. All of our services are offered at rates approved by the Department of Planning and Budget (DPB); those rates generally account for any initial implementation costs.

In addition, depending on the outcome of the current TEBS consulting engagement, we may need to procure a new

application for Telco ordering and billing.

We will also focus on VITA as an agency using existing and new services offered by the ITISP, to automate workflows, leverage productivity tools and data analytics to drive performance.

Finally, in order for VITA to staff normal operations, accelerate the introduction of new services based on customer demand and facilitate digital transformation for commonwealth agencies, we expect to submit a number of decision packages to address current and foreseeable staffing shortages and single points of failure.

IT Strategic Plan Budget Tables

Agency:	136 Virginia IT Agency (VITA)			
Date:	9/24/2022			
Current IT Services				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Projected Service Fees		\$3,000,000.00		\$3,000,000.00
VITA Infrastructure Changes				
Estimated VITA Infrastructure	\$0.00	\$3,000,000.00	\$0.00	\$3,000,000.00
Specialized Infrastructure				
Agency IT Staff		\$34,411,197.00		\$42,503,656.00
Non-agency IT Staff		\$9,886,156.00		\$9,892,320.00
Cloud Computing Service				
Other Application Costs				
Total:	\$0.00	\$47,297,353.00	\$0.00	\$55,395,976.00
Proposed IT Investments				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Major IT Projects:	\$19,978,164.00	\$20,600,000.00	\$35,781,740.00	\$20,600,000.00
Non-Major IT Projects:	\$4,966,868.00	\$35,572,174.11		\$1,200,000.00
Agency-Level IT Projects:				
Major Stand Alone IT Procurements:		\$4,096,699.02		\$1,200,000.00
Non-Major Stand Alone IT Procurements:		\$20,000.00		
Agency-Level Stand Alone IT Procurements:				
Procurement Adjustment for Staffing:		\$7,178,163.75		\$14,881,740.14
Total:	\$24,945,032.00	\$67,467,036.88	\$35,781,740.00	\$37,881,740.14
Projected Total IT Budget				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Current IT Services:	\$0.00	\$47,297,353.00	\$0.00	\$55,395,976.00
Proposed IT Investments:	\$24,945,032.00	\$67,467,036.88	\$35,781,740.00	\$37,881,740.14
Total:	\$24,945,032.00	\$114,764,389.88	\$35,781,740.00	\$93,277,716.14

Business Requirements For Technology

Agency:	136 Virginia IT Agency (VITA)
Date:	9/24/2022
136 VITA BReT Move Agency Customers Off	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	2/9/2021
Mandate:	Yes
Mission Critical:	Yes
Description:	
<p>IBM Mainframe Service Retirement Vision - In support of the Commonwealth of Virginia's (COV) Executive Order #19, COV IT solutions, which include those hosted on the mainframe, will be hosted by best practice technologies or by cloud-based services. The contract will expire on January 24, 2022. This enterprise project will oversee the migration of mainframe applications to alternative environments. A mainframe migration or replacement plan should be included as part of each Agency's IT strategic plan.</p>	
136 VITA BReT - Data Governance Strategies	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	2/9/2021
Mandate:	
Mission Critical:	
Description:	
<p>The Next Generation Analytics contract will be recompleted and complete by 9/1/2020. VITA will define the technical and business requirements for the tools and services to support data governance. These requirements will be submitted to the Multi Supplier Integrator and the process for implementing the initial services will commence by 9/30/2020.</p>	
136 VITA BReT - Data Sharing	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	2/9/2021
Mandate:	
Mission Critical:	
Description:	

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

136 VITA BReT - Achieve economic, operational, and

BRT Type:	Business Requirement for New Technology
Date Submitted:	2/9/2021
Mandate:	
Mission Critical:	
Description:	
Define a Commonwealth Enterprise Application strategy and methodology for assessing the health of business systems applications, to include requirements for their remediation or replacement if necessary and to include requirements for enterprise and enterprise opportunities.	

136 VITA BReT - Artificial Intelligence

BRT Type:	Business Requirement for New Technology
Date Submitted:	2/9/2021
Mandate:	
Mission Critical:	
Description:	
VITA will define the technical and business requirements for AI related tools and these requirements will be submitted to the Multi Supplier Integrator and the process for implementing the initial services will commence by 12/31/2020. VITA will be looking to add AI or AI as a service to new solicitations and contracts where we believe AI would add value.	

136 VITA BReT - IT management investment practices

BRT Type:	Business Requirement for New Technology
Date Submitted:	2/9/2021
Mandate:	
Mission Critical:	
Description:	
Define a Commonwealth Enterprise Application strategy and methodology for assessing the health of business systems applications, to include requirements for their remediation or replacement if necessary and to include requirements for enterprise and enterprise opportunities.	

136 VITA BReT - Maintain compliance with Code of V

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	2/9/2021
Mandate:	
Mission Critical:	

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

136 VITA BReT - Mobile workforce in the commonweal

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	2/9/2021
Mandate:	
Mission Critical:	

Description:
 In keeping with the Governor's initiative to expand broadband, support the expansion of broadband and wireless access to improve access to government services, particularly for those underserved areas.

136 VITA BReT - MSI Data Center Architectural Revi

BRT Type:	Business Requirement for New Technology
Date Submitted:	2/9/2021
Mandate:	
Mission Critical:	Yes

Description:
 The effort will be for the MSI to bring in external resources (not currently assigned to the VITA Program) to review the architecture documentation for all services and supporting components, update as necessary existing technical documentation, and create and deliver a detailed design current state document. The scope of this current design document is all services within the VITA datacenters (CESC, MESC, QTS) datacenters. This effort will require the MSI to identify project management, technical writers and system architects to complete this effort with STS resources acting in an SME support role.

136 VITA BReT - Position VITA to become an enterpr

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	2/9/2021
Mandate:	
Mission Critical:	
Description:	
VITA will continue to invest time and resources to fully develop the MSI and platform operations. VITA will develop strategies for the re-compete of service contracts as needed.	
136 VITA BReT - Skills Assessment & Gap Analysis	
BRT Type:	Business Requirement for New Technology
Date Submitted:	2/9/2021
Mandate:	
Mission Critical:	
Description:	
In order for VITA to achieve its strategic business and technology objectives, it will be essential for us to have the right balance of people and skills needed to carry VITA and the commonwealth into the future. VITA has submitted a budget decision package to conduct a Skills Assessment which will include the identification of desired skills, an assessment of current staff skills and a gap analysis. There is a potential need for a tool that will allow VITA to conduct ongoing assessments of staff skills.	
136 VITA BReT - Verizon local exchange renewal	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	2/9/2021
Mandate:	
Mission Critical:	Yes
Description:	
To ensure the continuation of Verizon local exchange carrier services.	
136 VITA BReT Cloud Readiness Assessment Commonwea	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	2/9/2021
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.

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

136 VITA BRt Data Center Move

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	2/9/2021
Mandate:	Yes
Mission Critical:	Yes

Description:

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

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

136 VITA BRt VSP Transformation

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	2/9/2021
Mandate:	

Mission Critical:	Yes
Description:	
Virginia State Police (VSP) Transformation is an effort to stabilize, secure, and transition VSP IT Infrastructure into Commonwealth Enterprise. Phase 1 includes work associated with Network Infrastructure, Active Directory, and End User Devices and Operating System (OS) images. Phase 2 is the second stage which would continue the transformation efforts to complete transformation of the remaining VSP environment including the VSP Data Center and Disaster Recovery (DR) site.	
136 VITA Skyline	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	2/9/2021
Mandate:	
Mission Critical:	
Description:	
Operations and Maintenance (O&M) support of the VMware Workspace ONE service, including additional program management and administrative requirements provided to VITA, the Commonwealth of Virginia, and various agencies by Skyline Technology Solutions, LLC	
AIS Oracle Physical Servers	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/31/2021
Mandate:	
Mission Critical:	
Description:	
Associated Project: CTP20511 - EO19_VITA_AIS Oracle Physical Servers	
BReT 136 VITA ACF2 mainframe assessment and mitiga	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	2/9/2021
Mandate:	
Mission Critical:	
Description:	

In support of the mainframe service CAI resources will be leveraged to:

- * Organize/validate accounts
- * Develop agency mitigation plan(s)
- * Develop overall corrective action plan(s)
- * Execute and facilitate corrective actions plan(s)

BReT Messaging Services 2.0

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	2/9/2021
Mandate:	
Mission Critical:	Yes
Description:	
The solution will include core services such as email, calendar, archiving, mobile device management, security components, contacts, and integration into the Managed Environment. The Commonwealth is also open to value added services related to the messaging solution to include: Microsoft, Google, and Collaboration services. The project will produce a migration plan and platform transition plan, at agency's option.	

BRnT Cloud based content management solution

BRT Type:	Business Requirement for New Technology
Date Submitted:	2/9/2021
Mandate:	
Mission Critical:	
Description:	
Box is an all inclusive cloud based content management solution. Box allows for users to securely access files from any device, anywhere and provides support for the transfer of large files with common file types such as PDFs, videos, images and general office file types. Box comes with an intuitive content management, workflow and collaboration methodology.	
The capabilities that Box brings to VITA are in high demand by several agencies. VITA providing the Box service aligns with VITA Leadership initiatives to offer innovative and cost effective capabilities that allow our agencies to perform their business.	

BRnT - eVA/KSE Integration

BRT Type:	Business Requirement for New Technology
Date Submitted:	5/26/2022
Mandate:	

Mission Critical:	
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Description:

Current IT goods, that have cost, will initiate within DGS's central electronic system (eVA) which will then integrate with KSE for processing the order. The integration hub within KSE will be leveraged to establish a punch-out catalog with eVA's backend system, lvalua.

BRnT - Shared Data Management Service
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BRT Type:	Business Requirement for New Technology
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Date Submitted:	2/9/2021
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Mandate:	
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Mission Critical:	
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Description:

Provide a hosted data management service to assist agencies in publishing, sharing and finding data across the Commonwealth.

BRnT Enterprise Cloud Migration and Data Center Mo

BRT Type:	Business Requirement for New Technology
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Date Submitted:	2/9/2021
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Mandate:	
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Mission Critical:	
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Description:

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

BRnT Prisma Network & Remote Access Service
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BRT Type:	Business Requirement for New Technology
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Date Submitted:	2/9/2021
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Mandate:	
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Mission Critical:	Yes
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Description:

Implementing the Prisma Remote Access & Network service offering will enable VITA to provide more security services in the cloud to include user access and address the issue of multiple point products to handle different requirements in our environment, such as secure web gateways, firewalls, secure virtual private network (VPN) remote access, and software-defined wide area networks (SD-WANs). For every product, there is an architecture to deploy, a set of policies to configure, an interface to manage, as well as its own set of logs. This will reduce administrative burden as well cost, complexity, and gaps in security posture for our cloud environments.

BRT - AV equipment for Boulders

BRT Type:	Business Requirement for New Technology
Date Submitted:	2/28/2022
Mandate:	
Mission Critical:	Yes
Description:	
Procurement and installation of new audio/video equipment at VITA's new office in Midlothian.	

BRT - AvePoint Software Renewal

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/12/2022
Mandate:	
Mission Critical:	Yes
Description:	
AvePoint Software renewal.	
AvePoint is the largest independent software vendor of SaaS solutions to migrate, manage and protect data in Microsoft 365	

BRT - CrowdStrike Endpoint Recovery Services

BRT Type:	Business Requirement for New Technology
Date Submitted:	1/19/2022
Mandate:	
Mission Critical:	Yes
Description:	
Endpoint Recovery Services are needed to address an emergency security situation and CrowdStrike is an industry leader in the needed security services. No state contract is available to provide these services.	

BRT - Dell purchase 900 traveling laptop

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	7/14/2021
Mandate:	
Mission Critical:	Yes

Description:

To mitigate the 16-20 week delay in receiving new laptops from HP, due to COVID-impacted supply chain issues, VITA will purchase 900 Dell Precision 3551 traveling professional laptops. The devices will be used for net new purchases or, when appropriate, PC refresh.

Subsequent emergency procurements for PCs, or peripherals, will be placed against the existing "Dell purchase 900 traveling laptop" PBA as a change.

BRT - DSS - Salesforce License Buy

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	8/30/2022
Mandate:	
Mission Critical:	

Description:

Renewal of salesforce licenses for DSS Division of Licensing and Division of Benefit Programs.

BRT - DSS - Salesforce License Buy

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	8/4/2022
Mandate:	
Mission Critical:	Yes

Description:

Renewal of salesforce licenses for DSS Division of Licensing and Division of Benefit Programs. NELA and SNAP KB are the program names

BRT - DSS - Salesforce License Buy DSS LIHEAP

BRT Type:	Business Requirement for Existing Technology
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Date Submitted:	8/30/2022
Mandate:	
Mission Critical:	Yes
Description:	
Renewal of salesforce licenses for DSS Division of Licensing and Division of Benefit Programs.	
BRT - ePen	
BRT Type:	Business Requirement for New Technology
Date Submitted:	3/22/2021
Mandate:	
Mission Critical:	
Description:	
The Executive Branch needs an electronic signature capability that can be used to obtain signatures from citizens, doesn't have transaction limits, and is cost effective.	
BRT - Gartner Services, FY23 subscription renewal	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	5/10/2022
Mandate:	
Mission Critical:	
Description:	
FY23 subscription renewal for Gartner Services	
BRT - IBM annual software renewal for AIS services	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	6/21/2022
Mandate:	
Mission Critical:	Yes
Description:	
IBM annual software renewal for AIS services	
BRT - LiveAction	

BRT Type:	Business Requirement for New Technology
Date Submitted:	5/27/2021
Mandate:	
Mission Critical:	

Description:

The ePlus LiveAction as a Service (LAaaS) is an ePlus managed instance of the LiveAction LiveNX Enterprise Monitoring Software Platform. LiveAction network monitoring software provides visibility into network traffic flow and application traffic from a single dashboard. ePlus' LiveAction as a Service consists of two stages: initial Onboarding and the ongoing service. Upon completion of Onboarding, ePlus will implement a network monitoring solution, create, and manage a monitoring dashboard, create, and schedule reports, and assist with identifying and prioritizing anomalous key network performance indicators.

BRT - Robotics Process Automation

BRT Type:	Business Requirement for New Technology
Date Submitted:	4/22/2021
Mandate:	
Mission Critical:	

Description:

RPA is a process automation capability that takes repetitive key strokes, mouse clicks, and API calls performed by a human and puts them into a single automated process.

BRT - Secondary Data Center Move

BRT Type:	Business Requirement for New Technology
Date Submitted:	3/30/2022
Mandate:	
Mission Critical:	Yes

Description:

The purpose of the Secondary Data Center Relocation Program (SDCRP) Program is to relocate existing infrastructure and services at the secondary data center known as Manassas Enterprise Service Center (MESCC) by June 30, 2022

BRT - Telecom Expense Management (TEM) assessment

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	7/27/2021
Mandate:	
Mission Critical:	
Description:	
VITA is seeking assistance from KPMG to provide third party advisory services to help identify the future state of Telecom Expense Management (TEM).	
BRT - VDOT's Cloud Environment	
BRT Type:	Business Requirement for New Technology
Date Submitted:	4/21/2021
Mandate:	
Mission Critical:	
Description:	
Build out and deploy the infrastructure for VDOT Solutions 1) KITS Traffic Controls System 2) SAIC IQ Service for Identity and Access Management solution 3) ATOS EPO Security Monitoring 4) OTSaAM - Calcm EAM Transp	
BRT - VITA Staff Aug	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/19/2021
Mandate:	
Mission Critical:	
Description:	
Staff augmentation for VITA.	
BRT - Zero Trust	
BRT Type:	Business Requirement for New Technology
Date Submitted:	7/7/2021
Mandate:	
Mission Critical:	
Description:	

To improve the Commonwealth's security posture VITA is looking to implement Zero Trust. The implementation of Zero trust would include: Workforce Security (governance costs), Device Security, Workload, Network, Data Security, Visibility and analytics and Automation and orchestration.

BRT- American Rescue Plan

BRT Type: Business Requirement for New Technology

Date Submitted: 7/7/2021

Mandate:

Mission Critical:

Description:

The American Rescue Plan (ARP) provides federal funding for several initiatives. For VITA, those initiatives would include such things as Unified Monitoring, Mulesoft, Data Analytics / Monitoring of application and network performance, Digital Citizen Interaction, Local Circuit Agency Upgrades, etc.

Oracle Cloud

BRT Type: Business Requirement for Existing Technology

Date Submitted: 3/31/2021

Mandate:

Mission Critical:

Description:

Associated Project: CTP20514 - EO19_VITA_Aggregate Rehost

RSA Archer

BRT Type: Business Requirement for Existing Technology

Date Submitted: 3/31/2021

Mandate:

Mission Critical:

Description:

Associated Project: CTP20514 - EO19_VITA_Aggregate Rehost

SQL Misc

BRT Type: Business Requirement for Existing Technology

Date Submitted: 3/31/2021

Mandate:	
Mission Critical:	
Description:	
Associated Project: CTP20514 - EO19_VITA_Aggregate Rehost	
VITA BRT IE11 Remediation	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	8/23/2022
Mandate:	
Mission Critical:	
Description:	
<p>Action required: Create and submit a remediation project plan within 90 days to remediate browser dependency for Internet Explorer (IE)</p> <p>IE11 reached end of life on June 15 and is no longer a supported product receiving security patches. Your agency was granted an exception from VITA for whitelisting one or more websites/application URLs to leverage Microsoft Edge's IE11 compatibility mode.</p> <p>Next steps Effective July 29, if the exception your agency submitted in Archer did not include a remediation project plan, you have 90 days to submit one via email to the VITA enterprise architecture (EA) team (ea@vita.virginia.gov).</p> <p>Once accepted, please ensure that your remediation plan is added in Archer. A progress report on this plan must be emailed to the EA team every six months until all websites/applications have been remediated.</p> <p>Remediation project plans should address the following:</p> <ul style="list-style-type: none"> • Is there a project in place and a target completion date? • Will the agency be doing the work or a vendor? • Will the agency need to replace an application with a new one, and if so, is it a project in their IT strategic plan? • Will the agency be addressing all the sites within their exception all at once or will it be staggered? 	

IT Strategic Plan Projects

Agency:	136 Virginia IT Agency (VITA)
Date:	9/24/2022

Mainframe Strategy

Category 2 Investment Business Case Approval

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

Project Start Date	6/22/2020	Project End Date	12/30/2022
Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$880,000.00		\$880,000.00
Estimated first year of biennium:	\$240,000.00	\$0.00	\$240,000.00
Estimated second year of biennium:	\$240,000.00	\$0.00	\$240,000.00

Project Related Procurements

There are no procurements for this project

Messaging Services 2.0 Project

Category 2 Project Initiation Approval

Provide Messaging services for the commonwealth. The project will manage the transition of the existing GSuite platform to the new supplier. The project will also manage the new supplier in creating a new service offering of Microsoft 365 and will transition at least three (3) pilot agencies from GSuite to Microsoft 365.

The initial term of the contract is 5 years, with three optional 1-year renewals for a total of 8 years. The project will be complete when VITA has transitioned to ongoing Operations and Support mode with the winning supplier, the contract requirements have been validated and the pilot agencies migrated.

Project Start Date	6/5/2020	Project End Date	11/30/2022
Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$10,162,221.00		\$8,565,779.00
Estimated first year of biennium:	\$0.00	\$0.00	\$0.00
Estimated second year of biennium:	\$8,565,779.00	\$0.00	\$8,565,779.00

Project Related Procurements

Messaging Services 2.0 Procurement

VSP Transformation Project

Category 1 Project Initiation Approval

VSP has elected to proceed forward with an overhaul of IT infrastructure that is broken out into a two-phase approach.

Project Start Date	2/19/2021	Project End Date	
Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$44,361,225.00	\$44,361,280.05	
Estimated first year of biennium:	\$1,323,082.00	\$1,323,082.00	\$0.00
Estimated second year of biennium:	\$5,289,352.00	\$5,289,352.00	\$0.00

Project Related Procurements

There are no procurements for this project

Data Center Relocation Program (DCRP)			
		Investment Business Case Approval	
CESC Data Center Move: 3 major efforts (sub-programs) contained within: (1) the EO19 subprogram effort where physical assets (i.e. servers housing agency application(s)) are virtualized where possible; this EO19 effort is coordinated by VITA, and has many separate agency projects, (2) the Virtualize subprogram is the effort where individual service towers (i.e. Managed Security, Network, etc.) have their respective software applications virtualized; and (3), the Physical Move subprogram where applications are enabled for cloud production			
Project Start Date	12/9/2019	Project End Date	6/30/2022
Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$9,371,373.00	\$9,371,373.00	
Estimated first year of biennium:	\$0.00	\$0.00	\$0.00
Estimated second year of biennium:	\$9,371,373.00	\$9,371,373.00	\$0.00

Project Related Procurements

There are no procurements for this project

Secondary Data Center Move	
Category 4	Project Initiation Approval

The SDCRP consists of 3 major components:

- 1) The buildout of the new facility located in Ashburn, Virginia to mirror all disaster recovery connectivity and functionality currently in place at the Manassas facility
- 2) The validation of all connectivity and functionality prior to the exit of the current facility
- 3) The decommissioning of the Manassas site in accordance with VITA's processes for decommissioning assets and data disposal and in agreement with the building landlord's turnover requirements.

Project Justification:

The Unisys lease in the current Manassas Enterprise Solutions Center (MESC) facility set to expire on July, 31, 2022 which requires the build out of the newly leased facility in Ashburn, VA prior to the lease ending. The timing of this program is key to ensuring that the Commonwealth of Virginia and its agencies are not left in a situation without the ability to recover in the event of a disaster.

The buildout and validation of the new Ashburn DR Data center must be completed on or before the lease expires on the Manassas data center to avoid the aforementioned situation. All funding for this program to include a contract modification to the Unisys contract will be approved by VITA through standard channels in advance of the expenditure(s).

Program Goals:

- Completely migrate all physical and logical data assets from MESC to a new secondary data center on or before June 05, 2022
- Testing / validation of all DR recovery functions at the new facility on or before June 30, 2022
- The complete dismantling, decommissioning, and removal of VITA and supplier owned equipment from the MESC data center on or before July 31, 2022. This includes the removal of physical servers, racks, connections, structured cabling, and other associated equipment and the complete clean out of compute and supporting infrastructure.

Project Start Date	3/30/2022	Project End Date	6/30/2022
Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$7,617,100.00		\$7,617,100.00
Estimated first year of biennium:	\$0.00	\$0.00	\$0.00
Estimated second year of biennium:	\$7,617,100.00	\$0.00	\$7,617,100.00

Project Related Procurements

There are no procurements for this project

Messaging - Agency Transition Project

Category 4 Investment Business Case Approval

This project is designed to roll out Microsoft messaging and collaboration services to the remaining executive branch agencies.

VITA has finalized a second messaging provider service and is currently performing a pilot of 3 agencies: VITA, Goc Office, DOC. As part of offering a 2nd messaging provider VITA surveyed agencies to see who wants to switch from Google to MS, and 85% stated that they would switch. After looking at the costs and other factors associated with supporting multiple messaging providers the Secretary of Administration has made a decision to have a single messaging provider, MS Outlook.

VITA will support both providers into Mid 2023 but will create a new project to support the 85% of agencies wanting to transition and then work with the remaining 15% to understand why they stated they wanted to remain on Google and support their transition to MS.

There is an active state level project that has supported the messaging transition from Tempus Nova to NTT Data that is almost complete. NTT is offering both messaging service providers.

As part of this new project NTT Data will remain and VITA will transition agencies from Google to MS. Agencies will be paying for the actual transition costs and VITA will provide for central project support assisting those efforts. VITA feels the need to perform this central project role due to the large number of agencies that decided to transition right away.

Project Start Date		Project End Date	8/15/2023
Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$5,879,934.00		\$5,879,943.00
Estimated first year of biennium:	\$0.00	\$0.00	\$0.00
Estimated second year of biennium:	\$0.00	\$0.00	\$0.00

Project Related Procurements

There are no procurements for this project

IT Strategic Plan Procurements

Agency:	136 Virginia IT Agency (VITA)
Date:	9/24/2022
Stand Alone Procurements:	
Procurement Name:	136 VITA Microsoft EA Renewal
Procurement Date	11/30/2020
Procurement Description:	3 year license subscription for Microsoft products including Office, Windows, Windows server and SQL server. Includes unified support for all products. 5/23/2022 - Updated cost from \$64 million to \$73 million. The increase is to upgrade the F3 licenses to G3 and to cover last year's true-up, which was primarily additional SQL Enterprise licenses.
Procurement Name:	136 VITA Prisma Network & Remote Access Service
Procurement Date	11/30/2020

Procurement Description:	<p>Implementing the Prisma Remote Access & Network service offering will enable VITA to provide more security services in the cloud to include user access and address the issue of multiple point products to handle different requirements in our environment, such as secure web gateways, firewalls, secure virtual private network (VPN) remote access, and software-defined wide area networks (SD-WANs). For every product, there is an architecture to deploy, a set of policies to configure, an interface to manage, as well as its own set of logs. This will reduce administrative burden as well cost, complexity, and gaps in security posture for our cloud environments.</p> <p>VITA is procuring the product and ATOS is charging us a one-time implementation cost.</p> <p>3/28/2022 - Due to an extension of the initial investment, which is needed to better manage our cloud security platform and improve operations and the user experience, the cost has increased by \$1.138M. The esimated cost has been updated from \$7,250,039 to \$8,388,039.</p>
Procurement Name:	AvePoint Software Renewal
Procurement Date	9/16/2022
Procurement Description:	<p>This is a renewal of AvePoint which is in our environment today. AvePoint is a Microsoft Integrated automation and governance tool used by VITA's Business Automation and LCAP Solutions team. AvePoint helps automate provisioning, management, and lifecycle for MS Teams and SharePoint. It allows VITA to provide self-service capabilities to agencies using wizard-style interfaces to walk them through the process of provisioning new collaboration workspaces. The term is 9/25/22 to 9/25/23.</p>
Procurement Name:	DSS - Salesforce License Buy
Procurement Date	8/10/2022
Procurement Description:	<p>Renewal of salesforce licenses for DSS Division of Licensing and Division of Benefit Programs. NELA and SNAP KB are the program names.</p>
Procurement Name:	IBM Power servers

Procurement Date	7/27/2020
Procurement Description:	The servers that host the AIS databases are at end of support and the databases need to be virtualized for EO19 compliance. The databases will be migrated to new Power9 servers that will support the existing workload and have capacity on demand to expand the AIS database service. In addition the new Power9 servers will be installed at the QTS datacenter to establish a footprint for migration of all AIS services from CESC to QTS.
Procurement Name:	IT infrastructure IBM Mainframe Services
Procurement Date	7/29/2016
Procurement Description:	VITA is currently planning to release an RFP for IBM Mainframe Services no later than early March that currently supports 10 enterprise agencies.
Procurement Name:	IT infrastructure Messaging Services
Procurement Date	7/29/2016
Procurement Description:	<p>Provide Messaging services for the COV. This is expected to be a 7 year contract. The cost includes the NG exit fee and the migration cost.</p> <p>VITA anticipates releasing an RFP for Messaging Services in mid to late February to support its approximately 55,000 users and other public bodies. This RFP will likely include email, enterprise collaboration services, directory services and authentication, and mobile device management. Respondents may propose services for one or multiple components of this RFP.</p>
Procurement Name:	Power9 and DataPower Refresh
Procurement Date	5/31/2019

Procurement Description:	<p>The VITA owned infrastructure that runs VITA AIS services is approaching end of support and needs to be refreshed.</p> <p>Options for the refresh were evaluated and a Decision Brief was recently signed approved to proceed with leasing the new equipment for three (3) years.</p>
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