

# 2022 - 2024 IT Strategic Plan

**Agency:** 181 Department of Labor & Industry

**Date:** 1/30/2023

## 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?**

The Department of Labor and Industry operates and supports five separate program areas that supply services to the Commonwealth as mandated by the Code of Virginia. They include Virginia Occupational Safety and Health (VOSH) Services, Registered Apprenticeship, Labor and Employment Law, Boiler and Pressure Vessel Safety Services, and Administrative and Support Services. The Headquarters Office for the Department is located in Richmond. The Department operates another seven locations with four regional offices located in Manassas, Norfolk, Richmond (Henrico), and Roanoke and an additional three field offices in Abingdon, Lynchburg and Verona.

These programs rely on various aging software systems based on Oracle Forms which is nearing end of life and will soon be in an unsupported state. The lack of a feature set of our aging custom software has prohibited our programs from modernizing their business processes and becoming more efficient. There is also a lower and lower level of support for Oracle Forms which is at the heart of our software. This along with the rising costs of developer (s) time and the new Oracle Cloud Environment has the agency planning on future platform changes that will enable our programs to service the public like never before.

Our focus moving forward will be to start migrating our Oracle and Java applications to Microsoft Dynamics. Dynamics is a newer technology and more widely supported. This will also allow our applications to talk to each other if needed along with the possibility to connect directly to the public through our website for things like our child work permit system. We will also start moving our communications over from various platforms like lifesize conference room equipment and google chat to Microsoft Teams/Sharepoint. By unifying our communications, we will be able to improve agency communication between headquarters and field offices as well as between program staff. With the newer technology, there will be new and added costs. Dynamics will cost less than OCI (Oracle Cloud) but will require some setup costs. Moving to a better communications platform will require the networks in our locations along with the internet service to be cleaned up and upgraded where possible.

## 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?

New DOLI leadership has advised that DOLI needs to update their legacy software system (Oracle) which is 30 years old in order to modernize the agency via Microsoft Dynamics FNO (Finance & Operations) - interfaced with Cardinal and eVA, Microsoft Dynamics CE (Customer Engagement), and Microsoft Power Platform

## 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?

DOLI will modernize the agency via:

1. Microsoft Dynamics FNO (Finance & Operations) - interfaced with Cardinal and eVA
2. Microsoft Dynamics CE (Customer Engagement)
3. Microsoft Power Platform
4. Allow offer self service options to the public (including online credit card payments.) Any proposed solution will be in compliance with PCI-DSS.
5. Allow access to live data
6. Enhance customer experience

# IT Strategic Plan Budget Tables

Agency:	181 Department of Labor & Industry			
Date:	1/30/2023			
<b>Current IT Services</b>				
	<b>Costs Year 1</b>		<b>Costs Year 2</b>	
<b>Category</b>	<b>GF</b>	<b>NGF</b>	<b>GF</b>	<b>NGF</b>
<b>Projected Service Fees</b>	\$859,021.86	\$264,197.43	\$884,792.52	\$272,123.35
<b>VITA Infrastructure Changes</b>				
<b>Estimated VITA Infrastructure</b>	\$859,021.86	\$264,197.43	\$884,792.52	\$272,123.35
<b>Specialized Infrastructure</b>				
<b>Agency IT Staff</b>	\$553,000.00		\$580,650.00	
<b>Non-agency IT Staff</b>	\$262,000.00		\$262,000.00	
<b>Cloud Computing Service</b>				
<b>Other Application Costs</b>				
<b>Total:</b>	\$1,674,021.86	\$264,197.43	\$1,727,442.52	\$272,123.35
<b>Proposed IT Investments</b>				
	<b>Costs Year 1</b>		<b>Costs Year 2</b>	
<b>Category</b>	<b>GF</b>	<b>NGF</b>	<b>GF</b>	<b>NGF</b>
<b>Major IT Projects:</b>	\$3,587,456.00		\$87,456.00	
<b>Non-Major IT Projects:</b>				
<b>Agency-Level IT Projects:</b>				
<b>Major Stand Alone IT Procurements:</b>				
<b>Non-Major Stand Alone IT Procurements:</b>				
<b>Agency-Level Stand Alone IT Procurements:</b>				
<b>Procurement Adjustment for Staffing:</b>				
<b>Total:</b>	\$3,587,456.00	\$0.00	\$87,456.00	\$0.00
<b>Projected Total IT Budget</b>				
	<b>Costs Year 1</b>		<b>Costs Year 2</b>	
<b>Category</b>	<b>GF</b>	<b>NGF</b>	<b>GF</b>	<b>NGF</b>
<b>Current IT Services:</b>	\$1,674,021.86	\$264,197.43	\$1,727,442.52	\$272,123.35
<b>Proposed IT Investments:</b>	\$3,587,456.00	\$0.00	\$87,456.00	\$0.00
<b>Total:</b>	\$5,261,477.86	\$264,197.43	\$1,814,898.52	\$272,123.35

# Business Requirements For Technology

<b>Agency:</b>	181 Department of Labor & Industry
<b>Date:</b>	1/30/2023
<b>BReT - Commonwealth Security Program</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/26/2021
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
<p>This BRT Addresses Commonwealth Security Program requirements. The agency has dedicated a full time ISO position to comply with Commonwealth Security Requirements. In addition, ISO Services-DOLI has entered into a MOU agreement with Virginia Information Technologies Agency (VITA) providing Centralized IT Security Services supporting the implementation and management of the DOLI security program. This MOU includes the update/development of agency BIA, sensitive IT systems risk assessments, and additional program needs. As such, the agency is making substantial progress toward the implementation of their security program. IT Audit Services- DOLI has entered into a MOU agreement with Virginia Information Technologies Agency (VITA) providing IT Security Audit Services for the scheduled audits of agency-defined sensitive IT systems. This MOU includes the identification of specific systems to be audited, and each agency has been scheduled for system audits during the MOU period of performance. The Department currently has inadequate Information Technology resources to address information technology requirements. The Agency has a critical need for permanent funding of additional Information Technology positions to support requirements.</p>	
<b>Integrated Decision Support System</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	10/3/2022
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
<p>Replacing Oracle Financial System.</p> <p>Migrate the Integrated Decision Support System (Financial System) application functionality away from the current Oracle application to Dynamics 365 F&amp;O.</p> <p>The Department currently has inadequate Information Technology resources to address program business requirements for new technology. The Agency has procured funding of additional Information Technology positions to support this new technology service.</p>	

**Labor Law System - Oracle**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/31/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
<p>Migrate the Labor Law Wage complaint application functionality away from the current Oracle application to Dynamics 365 Customer Engagement. This process would consolidate both payment of wage AND child labor back into a single application that would be hosted on the web utilizing newer more cost efficient technology.</p> <p>The Department currently has inadequate Information Technology resources to address program business requirements for new technology. The Agency has procured funding of additional Information Technology positions to support this new technology service.</p>	

**Lead & Asbestos Removal tracking System**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/31/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
<p>The Department's Asbestos/Lead Notification and Permit Program's vision is to web-enable the contractor permitting process. The Agency anticipates utilizing Dynamics 365 Customer Engagement.</p> <p>The Department currently has inadequate Information Technology resources to address program business requirements for new technology. The Agency has a critical need for permanent funding of additional Information Technology positions to support this new technology service.</p>	

**Office of Legal Services System**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/31/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	

Migrate the Office of Legal Services System functionality away from the current Oracle application to Microsoft Dynamics 365.

The Department currently has inadequate Information Technology resources to address program business requirements for new technology. The Agency has procured funding of additional Information Technology positions to support this new technology service.

# IT Strategic Plan Projects

<b>Agency:</b>	181 Department of Labor & Industry		
<b>Date:</b>	1/30/2023		
<b>DOLI Dynamics Deployment Project</b>			
Category 4	Investment Business Case Approval		
<p>Microsoft Consulting Services will work with agency to customize Microsoft Dynamics, CE and F&amp;O to replace agency's legacy Oracle applications. DOLI has submitted RFS (PRJ0012920) to set up Azure services through VITA.</p> <p>The Microsoft Consulting Services PGR supports this project. DOLI committed to an SOW with Microsoft that conforms to the VITA standard and contains all of the essential elements to plan and execute a successful project.</p>			
Project Start Date	10/20/2022	Project End Date	3/31/2023
<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Non-General Fund</b>
Project Cost	\$3,750,000.00	\$3,750,000.00	
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

There are no stand alone procurements for this agency.