

2020 - 2022 IT Strategic Plan

Agency: 226 Board of Accountancy

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?

In 2017, VBOA completed procurement of a new licensing system implementation project (mission critical) to enhance access to and delivery of its services to its constituents. The primary focus of the project was to design, build and operate an Internet-based solution that facilitates the completion of CPA exam and licensure applications, the issuance and renewal of CPA licenses, and the enforcement of license standards. The project was launched in first half of 2018. Due to project management issues, this project was suspended with VITA approval in FY19. The need to update the current VBOA technology is mission critical, once a resolution has been reached, additional funding may be needed to complete the project or to restart the procurement process.

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?

In FY20, an interim solution was developed which included an upgrade of the current licensing system (Systems Automation) and moving to a hosted environment. VBOA has also updated their website from a Dreamweaver platform to (CMS) WordPress and moved it to a hosted environment. These efforts complement the user experience and allows the agency to manage content. Moving to a hosted environment (EO19) for mission critical functions (licensing and website) will reduce data residing on current CESC servers. Based on projected hosting and system maintenance cost, VBOA will need to request increased funding for the 20-22 biennium.

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?

Not at this time.

IT Strategic Plan Budget Tables

Agency:	226 Board of Accountancy
Date:	9/24/2022

Current IT Services				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Projected Service Fees		\$115,092.47		\$118,545.25
VITA Infrastructure Changes				
Estimated VITA Infrastructure	\$0.00	\$115,092.47	\$0.00	\$118,545.25
Specialized Infrastructure				
Agency IT Staff		\$91,000.00		\$95,000.00
Non-agency IT Staff				
Cloud Computing Service		\$66,000.00		\$68,000.00
Other Application Costs		\$77,000.00		\$79,000.00
Total:	\$0.00	\$349,092.47	\$0.00	\$360,545.25

Proposed IT Investments				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Major IT Projects:				
Non-Major IT Projects:				
Agency-Level IT Projects:				
Major Stand Alone IT Procurements:				
Non-Major Stand Alone IT Procurements:				
Agency-Level Stand Alone IT Procurements:				
Procurement Adjustment for Staffing:				
Total:	\$0.00	\$0.00	\$0.00	\$0.00

Projected Total IT Budget				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Current IT Services:	\$0.00	\$349,092.47	\$0.00	\$360,545.25
Proposed IT Investments:	\$0.00	\$0.00	\$0.00	\$0.00
Total:	\$0.00	\$349,092.47	\$0.00	\$360,545.25

Business Requirements For Technology

Agency:	226 Board of Accountancy
Date:	9/24/2022
BReT IT Security Audit Services	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/26/2021
Mandate:	Yes
Mission Critical:	Yes
Description:	
To meet Commonwealth Security requirements, the Virginia Board of Accountancy has engaged into a Memorandum of Understanding (MOU) with VITA's Shared Services for IT Security Audit Services as required by Chapter 780, Item 435. Per this MOU VITA will provide an audit of VBOA's systems that will meet the requirement of VITA for performing an audit of a system.	
BReT Project Management Services	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/26/2021
Mandate:	Yes
Mission Critical:	Yes
Description:	
The Virginia Board of Accountancy (VBOA) has utilized a VITA state contract to obtain project management support through a staff augmentation contract to assist with the upgrade of our licensing software system. The project manager will act as the single point-of-contact with the existing vendor to ensure VBOA and the vendor meet the project plan deliverables and deadlines.	
BReT Security Services - Information Security Offi	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/26/2021
Mandate:	Yes
Mission Critical:	Yes
Description:	
To meet Commonwealth Security requirements, the Virginia Board of Accountancy has engaged VITA's Shared Security Services and entered into a Memorandum of Understanding (MOU) as required by Chapter 780, Item 435. Per this MOU VITA will perform and document Business Impact Analysis (BIA's) and System Security Plans/Risk Assessments for VBOA systems.	

BRet System Automation Maintenance Fees	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/26/2021
Mandate:	
Mission Critical:	Yes
Description:	
System Automation (SA) contract VA-040901-SA includes maintenance fees for the MyLicense Office System for the Board of Accountancy. This contract also includes 4 other participating agencies. This contract covers Software Licenses, Annual Maintenance and Software Support Services.	
BReT System Automation System Maintenance and Supp	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/26/2021
Mandate:	
Mission Critical:	Yes
Description:	
The Virginia Board of Accountancy (VBOA) has utilized a VITA contract VA-040901-SA with our existing system vendor to provide system maintenance and support for our current system (MyLicense Office). This service was previously provided by the Department of Health Professions and transferred to a new VBOA IT position; however, the position was vacated and VBOA elected to utilize contract services to provide these services.	
BRT BOA Licensing System	
BRT Type:	Business Requirement for New Technology
Date Submitted:	6/22/2022
Mandate:	
Mission Critical:	Yes
Description:	
replace MLO system	

IT Strategic Plan Projects

Agency:	226 Board of Accountancy		
Date:	9/24/2022		
BOA Licensing System			
	Investment Business Case Approval		
<p>The Virginia Board of Accountancy has utilized the services of System Automation, My license Office (MLO) for a number of years for the CPA licensing and exam database. During this time, they have deployed several versions and we have migrated to their hosted cloud service. However even in the new environment there are too many work-arounds in processes and the newly implemented module, Enforcement, is not flexible for our needs and has very limited reporting capabilities. In addition their are security weaknesses from a user perspective.</p> <p>Certified Public Accountants and Firms use the interface to renew their licenses. The interface is not user friendly and many glitches occur during our renewal period. In addition the exam candidate and re-exam processes are convoluted and often require agency intervention to correct incorrect information. The new software, Thentia, is a low code, easily configured software with a robust reporting function. Thentia should have a seamless user experience that requires less intervention in the back-end.</p> <p>Thentia is a SaaS solution that will host an end to end licensing and licensing record for all licensees and applicants.</p> <p>Thentia is paid by active license, not by user. Their system also allows us to verify the legal questions every time a user logs in and requires unique user information for security purposes. Thentia also has a highly customizable dashboard for staff end users and licensed users to keep communications in one place and trackable.</p> <p>The Board of Accountancy intends to use Thentia as their SaaS solution. Thentia has already been approved through the ECOS process sponsored by the Virginia Department of Education.</p> <p>The Board of Accountancy will purchase Thentia on the GSA Schedule No: 47QSWA18D008F.</p>			
Project Start Date	6/22/2022	Project End Date	8/31/2023

Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$250,000.00		\$795,000.00
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.