2024 - 2026 IT Strategic Plan

Agency:	350 Dept of Small Business & Supplier Diversity
Date:	8/4/2023

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 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 mission of the Virginia Department of Small Business and Supplier Diversity (SBSD) is to enhance growth opportunities for Virginia's small businesses to prosper through increased revenue and job creation thereby raising the standard of living of all Virginians.

IT Operating Environment: SBSD is a small agency with approximately 65 FTEs. The office is comprised of the headquarters, which is in Richmond, VA, and satellite offices across the Commonwealth.

• The agency's Certification Portal has constant ongoing development work being performed in the way of enhancements and bug fixes. The Certification Portal and Expenditure Dashboard have ongoing license renewal costs as well as support, maintenance, and operation costs. There are security challenges with these applications from a developer standpoint as well as challenges with the developer completing both security and development tasks within acceptable timeframes.

• The Virginia Small Business Financing Authority (VSBFA) have several applications which are either out of support or out of security compliance. There are not significant licensing costs to be concerned with where existing VSBFA applications are concerned, however, there are significant costs concerns where application replacement is concerned.

• Other divisions such as Business Outreach, Disadvantaged Business Enterprise (DBE), Sourcing and Compliance, have no applications for their customer relationship management, events management, or reporting. These will need to be addressed in the coming two years.

• The Business One Stop site is stable but is difficult to navigate, as there is a great deal of text which is somewhat disorganized. There are opportunities to improve the customer experience by doing some redesign work. There would be costs associated with this kind of redesign.
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• SBSD has begun a website redesign to create a more modern and easier to navigate site, as well as, to meet the state's requirements for ADA and continuity.

• Internal administrative tools are needed, such as Employee Onboarding tools, and policy and procedure management tools. A combination of SharePoint and Power Platform solutions could provide these solutions.

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?

1. Changes in agency-wide applications from separate independent applications to a consolidated platform design are due to changes in business leadership, goals, and security compliance efforts. The business value is in customer experience, staff productivity, long term cost savings, and security compliance mandates.
2. Business One Stop redesign is due to change in agency leadership and customer service goals. The business value is in customer's ability to quickly find accurate information they need from the website.
3. Agency website redesign is due in part to leadership change, but also to State requirements which mandate the conformance to specific design elements and ADA compliance.
4. Currently there are no relationships between agency applications. This poses problems in the areas of duplication of effort, reporting difficulties, and the lack of visibility of data.

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?

In the FY24-26 biennium, SBSD expects to make enhancements to our technology platforms as described below:

1) SBSD will be consolidating their applications and moving them to the cloud. SBSD will utilize the Salesforce or Microsoft Dynamics platform for these consolidated applications. The benefit to the agency comes in several forms to include:

a) Enhancing the customer experience as there is currently no sharing of customer information between the agency's applications. Consolidating the applications will allow customer data to be entered once and shared between the applications. The various divisions with the agency can easily become aware of new customers and can extend other agency offerings to those new customers.

b) There are major security advantages as the platforms have been ECOS approved thus minimizing the amount of security controls the agency is responsible for maintaining.

c) There are long term cost savings to be recognized.

These platforms are Low Code Application Platforms (LCAP) which makes development much easier. They include regular updates which will be vetted for security, and staff will have access to all applications within the platform from a single license instead of needing a separate license for each application they need access to.

2) SBSD is involved in website modernization efforts to include, not only implementing the new requirements of the state but developing a whole new site design.

3) SBSD is working toward internal development of a couple of Power Platform applications to improve internal operations to include Employee Onboarding and Security Control. We are also developing Power Bi reporting capabilities, and a new agency SharePoint site.

4) SBSD is also interested in becoming more involved with Virginia's small business awareness and education of matters involving Cybersecurity. In fiscal year 2024 the agency plans to develop a program to bring cybersecurity awareness and training to its customers and better position itself to apply for the SBA Cybersecurity Grant in fiscal year 2025.

5) SBSD has contracted with VITA for both ISO and Audit support.

IT Strategic Plan Budget Tables

Agency:	350 Dept of Small Business & Supplier Diversity
Date:	8/4/2023

Current IT Services

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Projected Service Fees	$343,968.46	$71,099.52	$354,287.51	$73,232.51
VITA Infrastructure Changes				
Estimated VITA Infrastructure	$343,968.46	$71,099.52	$354,287.51	$73,232.51
Specialized Infrastructure				
Agency IT Staff	$128,411.85		$128,411.85	
Non-agency IT Staff				
Cloud Computing Service	$14,621.09	$14,621.09	$14,621.09	$14,621.09
Other Application Costs				
Total:	$487,001.40	$85,720.61	$497,320.45	$87,853.60

Proposed IT Investments

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Major IT Projects:				
Non-Major IT Projects:	$361,350.00	$1,021,350.00	$361,350.00	$1,021,350.00
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:	$361,350.00	$1,021,350.00	$361,350.00	$1,021,350.00

Projected Total IT Budget				
	Costs Year 1		Costs Year 2	
Category	**GF**	**NGF**	**GF**	**NGF**
Current IT Services	$487,001.40	$85,720.61	$497,320.45	$87,853.60
Proposed IT Investments	$361,350.00	$1,021,350.00	$361,350.00	$1,021,350.00
Total	$848,351.40	$1,107,070.61	$858,670.45	$1,109,203.60

Business Requirements For Technology

Agency:	350 Department of Small Business and Supplier Dive
Date:	8/4/2023

BReT Relief Grant Application

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	5/15/2023
Mandate:	
Mission Critical:	Yes
Description:	

BReT Relief Grant Application

DSBSD SD-WAN Upgrade

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/1/2023
Mandate:	Yes
Mission Critical:	Yes
Description:	

Configure existing routers to support SD-WAN capability across all agency locations. This approach prepares agency location(s) with the ability to add additional network capabilities (multiprotocol label switching (MPLS), broadband, wireless (i.e., Cradlepoint)) to take advantage of application -aware routing over private and public networks.

Three step process:

Remote internetwork operating system (IOS) software upgrade on the router.

Remote SD-WAN deployment

Circuit deployment as needed

DSBSD Website Modernization

BRT Type:	Business Requirement for New Technology
Date Submitted:	6/20/2023
Mandate:	
Mission Critical:	Yes
Description:	

The primary objective of the COV Website Modernization and the CMS Virginia.gov projects are to ensure all state sites are on a single common platform and are following required VITA, COV and 508 standards

VSBFA Salesforce 2023

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	5/16/2023
Mandate:	
Mission Critical:	Yes
Description:	

Loan management application and Salesforce platform

IT Strategic Plan Projects

There are no projects for this agency.

IT Strategic Plan Procurements

Agency:	350 Dept of Small Business and Supplier Diversity
Date:	8/4/2023
Stand Alone Procurements:	
Procurement Name:	Small Business SalesForce License Renewal
Procurement Date	6/17/2023
Procurement Description:	License renewal for relief grant application