2024 - 2026 IT Strategic Plan

Agency: 506 Motor Vehicle Dealer Board (MVDB)

Date: 9/7/2023

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 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. 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 vendor (Square9) ensuring dedicated resources are assigned to technical questions and necessary software upgrades from vendor.

* * Global Search Maintenance contract that renews every 12 months. This ongoing maintenance contract ensures all upgrades, security patches and technical support are kept current to ensure MVDB can continue to scan and store documents for historical use.

2. The MVDB continues with its ongoing contract and relationship with the Commonwealth Security Services. Commonwealth Security Services provides the following on going services for the MVDB:

* Safeguard information assets and protect privacy;
* Preserve the integrity and reliability of data;
* Function as intended to achieve the MVDB's objectives; and
* Comply with Standards, policies and regulations

3. Dealer Portal: The Brnt was created for this system in 22 - 24 Portfolio. The Dealer Portal is currently 60% complete with configuration and testing in the vendors test environment. This project was started back in May of 2022 and is scheduled for completion in November of 2023. The project will have on going maintenance costs such as cloud oversight, vendor support and hosting.

* The Dealer Portal will have 2 administrative staff employed by the MVDB to oversee a portion of the Back Office configuration with the potential of the vendor (System Automation) performing the role of System Administrators. The system is set to go live in the later part of 2023 to early 2024.

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. Agency will be updating their website to comply with website modernization efforts.
2. Agency will be involved SD-WAN project and at this point it is not clear if there will be any financial impact.

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?

There are no more proposed IT solutions for the agency.

Business Requirements For Technology

Agency:	506 Motor Vehicle Dealer Board
Date:	9/7/2023

BRet Commonwealth Security Compliance	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	8/9/2023
Mandate:	
Mission Critical:	Yes
Description:	

MVDB has an on going contract with Commonwealth Security for Compliance. This is an on going service.

BRnT Dealer License Renewal Portal	
BRT Type:	Business Requirement for New Technology
Date Submitted:	8/9/2023
Mandate:	
Mission Critical:	
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. After review and discussion with DMV IT Staff, the decision was made to proceed with a new system provided by software vendor. From March 2019 to February of 2021, MVDB went through multiple meetings, with Vendors and DMV IT Staff over system requirements, needs and best options for the Dealer Portal. In February of 2021, MVDB chose one vendor based on meeting multiple criteria and that their software is implemented right now with in 5 other state agencies in the Commonwealth. This vendor is ECOS approved and on state contract. The MVDB is in process to meet with the board to discuss the proposed plan and financial quote provided by the vendor.

MVDB 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

MVDB 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	

IT Strategic Plan Budget Tables

Agency:	506 Motor Vehicle Dealer Board (MVDB)
Date:	9/7/2023

Current IT Services

Category	Costs Year 1		Costs Year 2	
	GF	**NGF**	**GF**	**NGF**
Projected Service Fees		$188,922.66		$194,590.34
VITA Infrastructure Changes				
Estimated VITA Infrastructure	$0.00	$188,922.66	$0.00	$194,590.34
Specialized Infrastructure				
Agency IT Staff		$97,667.25		$97,667.25
Non-agency IT Staff				
Cloud Computing Service				
Other Application Costs				
Total:	$0.00	$286,589.91	$0.00	$292,257.59

Proposed IT Investments

Category		Costs Year 1		Costs Year 2	
		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	$286,589.91	$0.00	$292,257.59
Proposed IT Investments		$0.00	$0.00	$0.00	$0.00
Total		$0.00	$286,589.91	$0.00	$292,257.59

IT Strategic Plan Projects

There are no projects for this agency.

IT Strategic Plan Procurements

There are no stand alone procurements for this agency.