

# Appendix C – 2021

## Major IT Project Descriptions

**Project Formal Title:** AI-Based System for Incident Management Project

**Agency:** Department of Transportation (VDOT)

**Secretariat:** Transportation

**Investment Status:** Investment Business Case Approval

### **Project Description:**

VDOT is seeking to design and implement the Decision Support System to evaluate the current transportation network conditions, predict the impact of disruptions, and provide coordinated response options to operational agencies to more effectively and collaboratively resolve disruptions that slow travelers down.

### **Project Scope:**

The AI-DSS is to be furnished as System-as-a-Service, providing the functionality to review and evaluate the current conditions, as well as to predict conditions of the Northern Virginia and Metropolitan Fredericksburg (Stafford County, City of Fredericksburg, and Spotsylvania County, along the I-95 corridor) transportation network. The AI-DSS will help transportation operations agency operators make informed decisions in managing both recurring and non-recurring congestion conditions that affect their transportation networks (transit, arterial, and freeway conditions, and parking availability); and to make recommendations on the actions to be taken to optimally respond to transportation events in the region. It is assumed that the AI-DSS will be a multi-phased functional deployment with additional functionality deployed during each phase until the full System-as-a-Service technologies proposed by the Offerer are completed. Upon NTP, there will be a 24 month development period with multiple deliverables followed by a 12 month operational support period. This project will address the multimodal and multi-agency incident response plan coordination gap that currently exists.

The users for this project are limited to transportation operators identified as participating stakeholders; the public and roles outside of transportation operators would be out of scope. Also, this project is identified for Northern Virginia and Metropolitan Fredericksburg (Stafford County, City of Fredericksburg, and Spotsylvania County, along the I-95 corridor) and any area outside of the identified geographical area would be out of scope.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Automated Fingerprint Identification System (AFIS)

**Agency:** Department of State Police (VSP)

**Secretariat:** Public Safety & Homeland Security

**Investment Status:** Project Initiation Approval

### **Project Description:**

This project will move the Automated Fingerprint Identification System (AFIS) from locally hosted servers to a SaaS solution.

### **Project Scope:**

The scope of this project is to move the Automated Fingerprint Identification System (AFIS) from locally hosted servers to a SaaS solution.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** BO Reports Migration to Power BI - Project

**Agency:** Department of Taxation (TAX)

**Secretariat:** Finance

**Investment Status:** Project Initiation Approval

### **Project Description:**

Virginia Tax will migrate business objects reports to power BI. Power BI's robust features and capabilities directly align with the Commonwealth's and the Agency's strategic objective to empower users to utilize data to make sound business decisions. Virginia Tax will utilize professional services via staff augmentation to migrate 650 Business objects reports to Power BI.

### **Project Scope:**

Virginia Tax is seeking approval to secure resources to migrate business objects reports to power BI. Power BI's robust features and capabilities directly align with the Commonwealth's and the Agency's strategic objective to empower users to utilize data to make sound business decisions. Virginia Tax will utilize professional services via staff augmentation to migrate 650 Business objects reports to Power BI.

PowerBI product is a VITA approved offering and is part of the Microsoft suite.

This is a state approved contract and is EO19 compliant. All TAX servers are VMs at QTS.

Virginia Tax will migrate existing Business Objects reports to Power BI solution platform. This migration is directionally correct and in line with the Governors and VITA EO19 Initiative.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Body Worn/In Car Cameras - Project

**Agency:** Department of State Police (VSP)

**Secretariat:** Public Safety & Homeland Security

**Investment Status:** Investment Business Case Approval

### **Project Description:**

Implement a SaaS solution to provide body worn and in car cameras for all troopers in the agency.

### **Project Scope:**

Implement a SaaS solution to provide body worn and in car cameras for all troopers in the agency.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Cardinal HCM Interfaces Project

**Agency:** Behavioral Health and Developmental Services (DBHDS)

**Secretariat:** Health & Human Resources

**Investment Status:** Project Initiation Approval

### **Project Description:**

The Cardinal HCM Interfaces project will require 5 parallel efforts:

1. Fulfilling all the information gathering tasks, design work, testing and training efforts required by the Cardinal Human Capital Management (HCM) project team
2. Reconfiguring DBHDS Kronos Timekeeping system to capture Cardinal HCM-specific information
3. Developing and testing a new DBHDS Kronos interface to Cardinal HCM
4. Developing and testing a new DBHDS FMS interface from Cardinal HCM
5. Developing and testing a new DBHDS HOPS interface from Cardinal HCM

### **Project Scope:**

Cardinal HCM is the Commonwealth's initiative to replace CIPPS, PMS, BES, and TAL as the Commonwealth's Human Capital Management system.

Kronos is the time and attendance tracking system currently utilized by DBHDS.

HOPS and FMS are in use by DBHDS in daily operations.

The Cardinal HCM Interfaces project will require 5 parallel efforts:

1. Fulfilling all the information gathering tasks, design work, testing and training efforts required by the Cardinal Human Capital Management (HCM) project team
2. Reconfiguring DBHDS Kronos Timekeeping system to capture Cardinal HCM-specific information
3. Developing and testing a new DBHDS Kronos interface to Cardinal HCM
4. Developing and testing a new DBHDS FMS interface from Cardinal HCM
5. Developing and testing a new DBHDS HOPS interface from Cardinal HCM

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Cardinal Statewide HCM

**Agency:** Department of Accounts (DOA)

**Secretariat:** Finance

**Investment Status:** Project Initiation Approval

### **Project Description:**

Cardinal is the Commonwealth's Enterprise Resource Planning (ERP) system for administrative systems. Cardinal has implemented financial modules via several system rollouts at Virginia Department of Transportation (VDOT), Department of Accounts (DOA), ~140 agencies (Wave 1 of Statewide Rollout) and is in the process of implementing Cardinal at another ~134 agencies as part of Wave 2 of the Statewide Rollout of financials. The Commonwealth's current Payroll system is CIPPS. CIPPS was implemented in the mid-1980s. It is a purchased software package supported by Infor Global Solutions (formerly McCormack and Dodge, Dun and Bradstreet, and GEAC). The current application runs on the IBM mainframe and is written in COBOL. Infor has announced technical support for the application will end May 31, 2018. The Commonwealth will expand the Cardinal system to include the necessary PeopleSoft modules to meet the payroll functional requirements. This will result in the design, development, test and deployment of a new payroll system to over 200 state agencies. At the end of this implementation, CIPPS will be retired.

### **Project Scope:**

The Cardinal Statewide HCM implementation will span approximately 30 months and consist of two releases as part of its scope. This involves rolling the system out to an estimated 665 individual agencies/localities, covering an estimated 10,000 core users, and 200,000 self-service users.

Release 1: deploys the system to all benefit-only entities and a pilot group of payroll agencies representing approximately 10 percent of the active employee population currently processed by CIPPS. The payroll-pilot group will include Virginia Department of Transportation (VDOT), Department of Accounts (DOA), Department of Human Resource Management (DHRM), and representative interfacing agencies. The new reports, interfaces, conversion and extensions (RICE) functionality will be delivered in Release 1. This will include the modification of some existing VDOT customizations and new functionality delivered as part of the HCM Project.

Release 2: Delivers the system to the remaining agencies. At the conclusion of Release 2, it is anticipated that Cardinal will replace CIPPS, PMIS, and BES as the Commonwealth's integrated HCM system of record.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Case Management Project

**Agency:** Department of Health (VDH)

**Secretariat:** Health and Human Resources

**Investment Status:** Investment Business Case Approval

### **Project Description:**

The Office of Epidemiology (OEPI) has an immediate need to implement a Case Management system in support of field staff who are responding to COVID-19 case investigation and contact tracing activities. The staff need a standardized, efficient, and supported way to manage the associated workflows, track real-time status of case assignment and contact attempts, support smooth hand-offs and documentation of action, and coordination of assignments across large and largely virtual teams. This tool needs to sit on top of VEDSS to enhance the staff's ability to assign from work queues, search contact attempts and interview status, and facilitate efficient and effective workflow support - ideally for COVID-19 and beyond. The proposed name for this system is Virginia Case Assessment and Management System (VCAMS). Procurements for this project included Microsoft services and software licenses and cost of VITA to set up the environments. The tool set is MS Dynamics, the service is Dataverse and it is hosted in the VITA MSDynamics Cloud environment so it is EO19 compliant.

### **Project Scope:**

The Office of Epidemiology (OEPI) has an immediate need to implement a Case Management system in support of field staff who are responding to COVID-19 case investigation and contact tracing activities. The staff need a standardized, efficient, and supported way to manage the associated workflows, track real-time status of case assignment and contact attempts, support smooth hand-offs and documentation of action, and coordination of assignments across large and largely virtual teams. This tool needs to sit on top of VEDSS to enhance the staff's ability to assign from work queues, search contact attempts and interview status, and facilitate efficient and effective workflow support - ideally for COVID-19 and beyond. The proposed name for this system is Virginia Case Assessment Management System (VCAMS).

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Case Management Report Management and Dispatch Systems (CaRDS)

**Agency:** Department of State Police (VSP)

**Secretariat:** Public Safety and Homeland Security

**Investment Status:** Investment Business Case Approval

### **Project Description:**

This project includes investigative processes that may (as defined in policy) require an Investigative Report (SP-102) and processes that directly support these investigations as specified below:

- Investigative Requests & Complaints
- Investigations (analysis, documenting completed actions and investigative reports)
- Search Warrants
- Criminal Funds
- Arrests & Bookings
- Confidential Informants (CIs)
- Legal Document Service & Arrests
- Activity Time Reporting
- Interface with Incident-Based Reporting System

### **Project Scope:**

The items below describe the project scope:

This project includes investigative processes that may (as defined in policy) require an Investigative Report (SP-102) and processes that directly support these investigations as specified below:

- Investigative Requests & Complaints
- Investigations (analysis, documenting completed actions and investigative reports)
- Search Warrants
- Criminal Funds
- Arrests & Bookings
- Confidential Informants (CIs)
- Legal Document Service & Arrests
- Activity Time Reporting



## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** CBORD Replacement - Statewide Food Service Project

**Agency:** Department of Behavioral Health and Development Services (DBHDS)

**Secretariat:** Health & Human Resources

**Investment Status:** Investment Business Case Approval

### **Project Description:**

The purpose of this system is to assist in the management and control of food service operations throughout DBHDS including but not limited to state-of-the-art provision of food and diet preparation, nutritional analysis, menu planning, preparation of tray tickets and inventory control. The proposed system shall provide information necessary to comply with the standards and regulatory requirements.

### **Project Scope:**

The purpose of this system is to assist in the management and control of food service operations throughout DBHDS, including but not limited to state-of-the-art provision of food and diet preparation, nutritional analysis, menu planning, preparation of tray tickets and inventory control.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Child Support Refactoring Project

**Agency:** Department of Social Services (DSS)

**Secretariat:** Health & Human Resources

**Investment Status:** Investment Business Case Approval

### **Project Description:**

The Virginia Department of Social Services Division of Child Support Enforcement (DCSE) provides for the location, establishment, and enforcement of child support orders through education, prevention, technology and enforcement activities. The batch functionality of DCSE application APECS currently run on mainframe using programming languages COBOL and JCL. The current VITA's mainframe contract with Prespecta end June 2nd 2022. VITA is encouraging agencies to migrate off of mainframe at the earlier possible. VDSS plans to retire existing mainframe technology and replace the functionality with a Windows-based server environment by December 2022. There are approximately 450 jobs consisting of 770 programs that make up the mainframe batch schedule and executed from 6pm to 6am every day of the year. The batch application programs perform the processing of; Incoming and outgoing payments, Case management, Order enforcement and Action while interfacing with 36 external entities. These batch processes also interface with internal DSS system such as Family Services and other entities. The Project will ensure all the batch jobs are identified and migrated to a new server based environment solution. The project will ensure the Software development principles are followed and the functionality is thoroughly tested prior to production use. The project will use industry standard (Agile) project methodology. The project will also seek recertification from the federal Office of Child Support Enforcement (OCSE). The Mainframe batch migration is expected to be performed by a vendor. The vendor is expected to be selected by RFP process.

### **Project Scope:**

VDSS plans to retire existing mainframe technology and replace the functionality with a Windows-based server environment.

There are approximately 450 jobs consisting of 770 programs that make up the mainframe batch schedule and executed from 6pm to 6am every day of the year. The batch application programs perform the processing of; Incoming and outgoing payments, Case management, Order enforcement and Action while interfacing with 36 external entities. These batch processes also interface with internal DSS system such as Family Services and other entities listed in Appendix A. The scope of this project to migrate the batch functionality to a new server based solution.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** CRIS - Criminal and RapBack Information System

**Agency:** Department of State Police (VSP)

**Secretariat:** Public Safety & Homeland Security

**Investment Status:** Investment Business Case Approval

### **Project Description:**

The Virginia State Police is seeking an integrated, cloud-hosted, browser-based, software as a service solution (SAAS) for criminal history and tracking system.

### **Project Scope:**

In compliance with Executive Order 19, the Virginia State Police is seeking an integrated, cloud-hosted, browser-based, software as a service solution (SAAS) for:

- computerized criminal history
- applicant tracking
- master name index
- civil commitment orders

that provides for:

- integration with the Alternate National Fingerprint File (A-NFF)
- integration with the criminal justice information network message switch, including interfaces to criminal justice users, the International Justice and Public Safety Network, the National Crime Information Center, and state criminal justice repositories/hotfiles
- adoption of standardized XML formats for the exchange of data among agencies
- event-based rap back subscription capability
- replacement of the current master name index, which is at end of life
- improved arrest, disposition, juvenile, mental health, and expungement data integration with the courts and Department of Corrections
- timely responses to criminal and applicant inquiries

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Crisis Call Center Project

**Agency:** Department of Behavioral Health and Development Services (DBHDS)

**Secretariat:** Health and Human Resources

**Investment Status:** Project Initiation Approval

### **Project Description:**

Create a statewide call center data platform that can be used both by CSB staff (potentially a subcontracted private provider), private and state hospital staff, as well as Central Office staff. This is to assure that we can collect caller information from those in crisis (demographics), dispatch function, monitoring function(GPS enabled), linking to other services, bed registry function, and text and chat function.

### **Project Scope:**

Create a statewide call center data platform that can be used both by CSB staff (potentially a subcontracted private provider), private and state hospital staff, as well as Central Office staff. This is to assure that we can collect caller information from those in crisis (demographics), dispatch function, monitoring function(GPS enabled), linking to other services, bed registry function, and text and chat function.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Crossroads Project

**Agency:** Department of Health (VDH)

**Secretariat:** Health & Human Resources

**Investment Status:** Investment Business Case Approval

### **Project Description:**

The WIC Program State Agency Model (SAM) is an FNS initiative to plan, develop, and deploy model management information systems (MIS) in WIC state agencies (SAs).

The Crossroads State Consortium (XRSC) was created in response to the SAM initiative for designing, building, and implementing new WIC information systems nationwide. The Consortium consisting of 4 states, Alabama, North Carolina, Virginia, and West Virginia, awarded a contract to Computer Sciences Corporation (CSC) in 2009 to build a SAM system

### **Project Scope:**

Software modifications to the Crossroads system will be required. Modifications will include but will not be limited to, changes necessary to meet policy, statutory or regulatory requirements, defect remediation and other changes as determined by the XRUG and the CCP.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** CSB DX (CCS, Little CARS)

**Agency:** Department of Behavioral Health and Development Services (DBHDS)

**Secretariat:** Health & Human Resources

**Investment Status:** Investment Business Case Approval

### **Project Description:**

Currently, DBHDS partners with 39 community service boards (CSBs) and 1 Behavioral Health Authority (BHA), both types having specific sections in the Virginia Code, to deliver mental health, substance use disorder, and developmental disability services and state facility to community transition services to individuals in the Commonwealth.

In order to support ongoing provided program services, DBHDS obtains Federal and State funds to allocate to CSBs every fiscal year. CSBs also obtain local and other funding sources to support these operations.

Continued funding from the various sources requires tracking and reporting back of funding use that entails data around what and how services were provided, associated performance-based outcomes, and the respective, associated financials (costs, expenditures, etc.).

There are multiple streams of data, processes, and information exchanged between the partner entities that are in need of consolidation and integration and a modern, adaptable, interoperable, streamlined method of exchange.

### **Project Scope:**

Currently, DBHDS partners with 39 community service boards (CSBs) and 1 Behavioral Health Authority (BHA), both types having specific sections in the Virginia Code, to deliver mental health, substance use disorder, and developmental disability services and state facility to community transition services to individuals in the Commonwealth.

In order to support ongoing provided program services, DBHDS obtains Federal and State funds to allocate to CSBs every fiscal year. CSBs also obtain local and other funding sources to support these operations.

Continued funding from the various sources requires tracking and reporting back of funding use that entails data around what and how services were provided, associated performance-based outcomes, and the respective, associated financials (costs, expenditures, etc.).

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Data Center Move

**Agency:** Virginia IT Agency (VITA)

**Secretariat:** Administration

**Investment Status:** Project Initiation Approval

### **Project Description:**

The Data Center Relocation Program consists of the entire lifecycle of all of the component programs, projects and activities which will successfully transition the Commonwealth off of the physical IT infrastructure at the Chesterfield Enterprise Solutions Center (CESC) to a different computing center by the end of 2021. Transformation of the current business practices or current infrastructure is not within the scope of this program. Although it is within the scope of the program to conceive and operationalize the ongoing operations management, administration, governance and oversight of the future-state, the actual management, etc. of ongoing operations takes place after the program has transitioned these functions to the normal operations responsibilities, and is outside the scope of the ITIS Program. There are 3 major efforts (sub-programs) envisioned: (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 Scope:**

The Data Center Relocation Program Scope consists of the entire lifecycle of all of the component programs, projects and activities which will successfully transition the Commonwealth off of the physical IT infrastructure at the Chesterfield Enterprise Solutions Center (CESC) to a different computing center by the end of 2021.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Data Stage Upgrade Project

**Agency:** Department of Transportation (VDOT)

**Secretariat:** Transportation

**Investment Status:** Project Initiation Approval

### **Project Description:**

This project will upgrade the DataStage technology platform to the version 11.7. DataStage is used to create and manage integrations using Extract, Load and Transform (ETL) processes. The version upgrade will include upgraded infrastructure. The project will also implement the IBM Infosphere Information Governance Catalog (IGC). This software is used to manage data across the enterprise by tracking where and how it is used in integrations. This will enable improved data management at VDOT.

### **Project Scope:**

- \* Upgrade the DataStage platform to version 11.7.
- \* Modernize the DataStage jobs as needed to be compliant with the upgraded version.
- \* Install and configure the IGC and import VDOT assets into the catalog.



## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** DBHDS Incident Management System Project

**Agency:** Department of Behavioral Health and Development Services (DBHDS)

**Secretariat:** Health & Human Resources

**Investment Status:** Investment Business Case Approval

### **Project Description:**

The priority is to combine the reporting of Community Providers & DBHDS Operated Facilities into a single system. This would include reporting of serious incidents, serious injuries, allegations of abuse and neglect, complaints about human rights violations, and instances of seclusion and restraint. The single system shall be scalable to combine reporting of Facilities for allegations of abuse and neglect, complaints about human rights violations, and instances of seclusion and restraint. Sometimes a single incident may need to be reported as both a serious incident/injury and an allegation of abuse or neglect (e.g., an individual falls and breaks his arm after being shoved by a staff member). Currently the provider must make two separate reports, one to licensing and one to human rights. Ideally they would enter the information in a single interface that would collect all information and send the relevant data to licensing and human rights staff.

### **Project Scope:**

The priority is to combine the reporting of Community Providers & DBHDS Operated Facilities into a single system. This would include reporting of serious incidents, serious injuries, allegations of abuse and neglect, complaints about human rights violations, and instances of seclusion and restraint. The single system shall be scalable to combine reporting of Facilities for allegations of abuse and neglect, complaints about human rights violations, and instances of seclusion and restraint. Sometimes a single incident may need to be reported as both a serious incident/injury and an allegation of abuse or neglect (e.g., an individual falls and breaks his arm after being shoved by a staff member). Currently the provider must make two separate reports, one to licensing and one to human rights. Ideally they would enter the information in a single interface that would collect all information and send the relevant data to licensing and human rights staff.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** DBVI-VIB ERP Implementation (Financials & Mfg)

**Agency:** Department of Aging and Rehabilitative Services (DARS)

**Secretariat:** Health and Human Resources

**Investment Status:** Investment Business Case Approval

### **Project Description:**

The DBVI ERP effort will complete the full decommissioning and replacement of existing DBVI ERP systems of record. Various stand-alone applications, databases, and worksheets that gather necessary data to support functions such as help desks, facilities management, and team collaboration. Additionally, the effort will require integration and testing with other COV applications, including:

Internal Accounting Tool: FRATE/FRATE-Mart (DARS)

COV Accounting Tool: Cardinal (DOA)

Vendor Registration & Purchasing Tool: eVA (DGS)

### **Project Scope:**

The DBVI ERP project will require the deployment of the following ERP modules in the Odoo toolset:

- \* Customer Engagement: Marketing Automation, Email Marketing, Helpdesk, Social Marketing, Field Service, Website, eCommerce, Events, Studio
- \* Workflow Management: Planning, Project, Documents, Approvals
- \* Product: Product Lifecycle Management, Manufacturing, Quality, Inventory, Maintenance
- \* Sales Support: Sales, Point of Sale, Rental, Sign
- \* Shipping: FedEx Shipping, UPS Shipping
- \* Finance & Accounting: Accounting, Consolidation, Invoicing, Purchase, Timesheets

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** DHCD Rent Relief Program Project

**Agency:** Department of Housing and Community Development (DHCD)

**Secretariat:** Commerce and Trade

**Investment Status:** Investment Business Case Approval

### **Project Description:**

The Virginia Rent Relief Program (RRP) is administered by DHCD as the Commonwealth's emergency rent relief program in response to the Covid-19 pandemic. Funding for RRP has predominantly come from federal sources such as Coronavirus Relief Funds (CRF) and the Emergency Rental Assistance program (ERA), but some state funds have also been used. ERA as a funding source will remain available to DHCD until September 30, 2025. The programmatic structure of DHCD's administration of RRP has had multiple iterations since its inception in late-June 2020. Beginning in late summer 2021, DHCD will again be evolving its program structure resulting in the need for an RFP related to a cloud/web based software system and services for constituent support. The software will ideally allow tenants and landlords to cooperatively apply for rental assistance that would be paid directly to the landlord via direct deposit, while also allowing the service provider of constituent services to process direct payments to tenants in the event a landlord chooses not to participate. This latter ability is mandated as a program feature by the U.S. Department of the Treasury. The cloud/web based software system will need to support a program application that captures a variety of data elements required for monthly and quarterly reports to the U.S. Department of the Treasury on areas such as, but not limited to: spending rates, number of households served, household demographics, etc. In addition, the cloud/web based software will need to provide applicants, service provider(s), and DHCD with the ability to track the status of an application's status in terms of completion progress, attachment of required documents, review by processors, negotiation(s) from processors to applicants, approval time, length of time within each status level, approval date, payment date, and allow for constituents to return for multiple rounds of assistance while ensuring there are no duplicative payments for a time period to either a landlord or a tenant, and tracking payments across multiple funding sources.

### **Project Scope:**

This project will allow DHCD to streamline the process for executing the Rent Relief Program. As Virginia Housing exits their current role of managing the Landlord portion of the program, DHCD will take over the entire execution of the program. Procuring services and systems to continue to provide first class service to those needing assistance is crucial to the role DHCD has been given with this program.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Digitize Bridge Inspection Reports Project

**Agency:** Department of Transportation (VDOT)

**Secretariat:** Transportation

**Investment Status:** Investment Business Case Approval

**Project Description:**

VDOT needs to select and implement a modern, automated inspection software tool that efficiently captures key data, streamlines workflows, integrates data across key systems, and accelerates development of reports and analysis.

**Project Scope:**

VDOT needs to select and implement a modern, automated inspection software tool that efficiently captures key data, streamlines workflows, integrates data across key systems, and accelerates development of reports and analysis.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Department of Justice (DOJ) Licensing System

**Agency:** Department of Behavioral Health and Developmental Services (DBHDS)

**Secretariat:** Health and Human Resources

**Investment Status:** Investment Business Case Approval

### **Project Description:**

Under the terms of the Federal Department of Justice settlement agreement, the Department of Behavioral Health and Developmental Services (DBHDS) must collect and report data relating to compliance with the agreement. DBHDS must purchase or develop a licensing system for the storage, aggregation, and reporting of this data.

### **Project Scope:**

Procure and customize a Licensing Commercial off the Shelf (COTS) product to support newly re-engineered Licensing process (required by the Federal Department of Justice (DOJ) settlement aimed at providing consumer services in the least restrictive environment.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** DPOR Systems Replacement - Project

**Agency:** Dept of Professional & Occupational Regulation (DPOR)

**Secretariat:** Labor

**Investment Status:** Project Initiation Approval

### **Project Description:**

The Department of Professional and Occupational Regulation is initiating a project to procure a new licensing system using the state System Automation contract. The system has the ability to accept and process online applications (including renewals) and online payments. The system will replace the current licensing system (EAGLES) as well as integrate licensing data with document management and enforcement case management data. The preferred solution will include migration of the current systems' data, records and documents into the new system; implementation of the new multi-function system (to include training); and hosting and maintenance/administration by the vendor.

### **Project Scope:**

The new DPOR system will replace the current licensing, enforcement and document management systems by integrating the three systems into one solution that will reduce the use of paper by the Department. The new integrated system will offer the citizens of the Commonwealth more opportunities to interact with the department online. Interactive applications and forms will permit electronic submission of applications (with payment) as well as complaint submission and document requests. The system will provide the Department with more efficient workflow management, investigation management, document/report generation and record retrieval/management.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** DWDM Fiber Network Build Project

**Agency:** Department of Transportation (VDOT)

**Secretariat:** Transportation

**Investment Status:** Investment Business Case Approval

### **Project Description:**

VDOT is implementing Dense Wave Division Multiplexing technology to connect VDOT fiber in a statewide Operations Technology network.

### **Project Scope:**

VDOT is implementing Dense Wave Division Multiplexing technology to connect VDOT fiber for a Statewide Operations Technology network.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** eGovernment Self Help Expansion My Virginia TAX

**Agency:** Department of Taxation (TAX)

**Secretariat:** Finance

**Investment Status:** Investment Business Case Approval

### **Project Description:**

My Virginia TAX is the Department's version of "My Account" which will allow taxpayers (individuals and businesses) to access their data/information online with the use of a more robust single sign-on/ authentication portal with security questions to allow for self-service when they forget their password. Today TAX maintains multiple systems with multiple Login entry points. Taxpayers have long complained about not being able to go one place on our website to access our online systems. The My Virginia TAX concept would include an improved version of the functionality we provide today, as well as provide new functionality that is not there today. Taxpayers would be able to electronically file and pay any tax. Taxpayers would be able to access a complete history of their account including past filings, payments made, refunds issued (including Where's My Refund status while pending), correspondence that was sent assessments/bills pending (and paid).

### **Project Scope:**

My Virginia TAX is the Department's version of "My Account" which will allow taxpayers (individuals and businesses) to access their data/information online with the use of a more robust single sign-on/ authentication portal with security questions to allow for self-service when they forget their password.

Today TAX maintains multiple systems with multiple Login entry points. Taxpayers have long complained about not being able to go one place on our website to access our online systems.

The My Virginia TAX concept would include an improved version of the functionality we provide today, as well as provide new functionality that is not there today.

Taxpayers would be able to electronically file and pay any tax.



## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Electronic Healthcare Records

**Agency:** Department of Corrections (DOC)

**Secretariat:** Public Safety and Homeland Security

**Investment Status:** Investment Business Case Approval

### **Project Description:**

Through the implementation of the VADOC EHR solution, the agency will be able to realize improvements in service delivery, greater accessibility of data and data sharing, improved communications and collaboration across the medical services staff, and greater coordination of care. Currently, offender health records are either kept on paper or in an information system which is not integrated with CORIS. VADOC relies on manual processes and paper forms for the delivery, management, and administration of all offender health services. These manual processes are less effective and efficient than would be the case with an EHR. A successful implementation of the VADOC EHR will institute private industry best practices in our electronic information and data exchange, resulting in greater efficiencies in the administration, services, and processes of the agency. While an EHR implementation at the VADOC is a new endeavor for the agency, it has quickly become a standard in the medical industry.

### **Project Scope:**

Create an Electronic Health Records solution that will interface with VirginiaCORIS (the DOC Offender Management System). The solution will replace the existing paper health record for offenders, and automate the process for health records

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Enterprise Electronic Procurement Solution 2019

**Agency:** Department of General Services (DGS)

**Secretariat:** Administration

**Investment Status:** Investment Business Case Approval

### **Project Description:**

Project will support the implementation resulting from the competitive procurement (RFP) of an Enterprise Electronic Procurement Solution. Improve user experience for the requisitioning process that reinforces purchasing entity policies. Improve catalog marketplace. Increase number of COVA public bodies and their suppliers that use eVA and decrease implementation time. Increase the number of electronic transactions/communication between businesses and the COVA. Implement electronic invoicing from vendors for purchase orders. Improve collaboration and data exchange across public entities. Improve data we make publicly available.

### **Project Scope:**

Improve user experience for the requisitioning process that reinforces purchasing entity policies. Improve catalog marketplace. Increase number of COVA public bodies and their suppliers that use eVA and decrease implementation time. Increase the number of electronic transactions/communication between businesses and the COVA. Implement electronic invoicing from vendors for purchase orders. Improve collaboration and data exchange across public entities. Improve data we make publicly available.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** EO19 DEQ Aggregate Rehost

**Agency:** Department of Environmental Quality (DEQ)

**Secretariat:** Natural Resources

**Investment Status:** Investment Business Case Approval

### **Project Description:**

This project is part of Executive Order 19 and will re-host 17 DEQ applications.

### **Project Scope:**

According to Executive Order 19, which requires VITA to adopt a model for evaluating and incorporating cloud services into the commonwealth's information technology (IT) strategy and services, the scope for this project includes re-hosting the applications mentioned in the BRT dependencies as they are cloud ready and just needs to move to a virtual server.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** EO19\_DSS\_ADAPT RO (Read Only)

**Agency:** Department of Social Services (DSS)

**Secretariat:** Health and Human Resources

**Investment Status:** Investment Business Case Approval

### **Project Description:**

This project is part of Executive Order 19 and will re-host the DSS ADAPT application.

### **Project Scope:**

This project is part of Executive Order 19 and will re-host the ADAPT application.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** EO19 DSS Automated Program to Enforce Child Support (APECS)

**Agency:** Department of Social Services (DSS)

**Secretariat:** Health and Human Resources

**Investment Status:** Investment Business Case Approval

### **Project Description:**

This project is part of Executive Order 19 and will re-host the DSS Automated Program to Enforce Child Support application.

### **Project Scope:**

This project is part of Executive Order 19 and will re-host the DSS Automated Program to Enforce Child Support application.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** EO19 DSS Background Investigation System (BIS)

**Agency:** Department of Social Services (DSS)

**Secretariat:** Health and Human Resources

**Investment Status:** Investment Business Case Approval

### **Project Description:**

This project is part of Executive Order 19 and will re-host the DSS Background Investigation System (BIS) application.

### **Project Scope:**

This project is part of Executive Order 19 and will re-host the DSS Background Investigation System (BIS) application.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** EO19 DSS Central Registry System (CRS)

**Agency:** Department of Social Services (DSS)

**Secretariat:** Health and Human Resources

**Investment Status:** Investment Business Case Approval

### **Project Description:**

This project is part of Executive Order 19 and will re-host the DSS Central Registry System (CRS) application.

### **Project Scope:**

This project is part of Executive Order 19 and will re-host the DSS Central Registry System (CRS) application.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** EO19 DSS Data Warehouse (DW)

**Agency:** Department of Social Services (DSS)

**Secretariat:** Health and Human Resources

**Investment Status:** Investment Business Case Approval

### **Project Description:**

This project is part of Executive Order 19 and will re-host the DSS Data Warehouse (DW) application.

### **Project Scope:**

This project is part of Executive Order 19 and will re-host the DSS Data Warehouse (DW) application.



## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** EO19 DSS Document Management Imaging System (DMIS)

**Agency:** Department of Social Services (DSS)

**Secretariat:** Health and Human Resources

**Investment Status:** Investment Business Case Approval

### **Project Description:**

This project is part of Executive Order 19 and will re-host the DSS Document Management Imaging System (DMIS) application.

### **Project Scope:**

This project is part of Executive Order 19 and will re-host the DSS Document Management Imaging System (DMIS) application.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** EO19 DSS Online Automated Services Information System (OASIS)

**Agency:** Department of Social Services (DSS)

**Secretariat:** Health and Human Resources

**Investment Status:** Investment Business Case Approval

### **Project Description:**

This project is part of Executive Order 19 and will re-host the DSS Online Automated Services Information System (OASIS) application.

### **Project Scope:**

This project is part of Executive Order 19 and will re-host the DSS Online Automated Services Information System (OASIS) application.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** EO19\_DSS\_Systems Partnering in a Demographic Repository

**Agency:** Department of Social Services (DSS)

**Secretariat:** Health and Human Resources

**Investment Status:** Investment Business Case Approval

### **Project Description:**

This project is part of Executive Order 19 and will re-host the DSS Partnering in a Demographic Repository application.

### **Project Scope:**

This project is part of Executive Order 19 and will re-host the DSS Partnering in a Demographic Repository application.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** EO19 TAX Aggregate ReHost

**Agency:** Department of Taxation (TAX)

**Secretariat:** Finance

**Investment Status:** Investment Business Case Approval

### **Project Description:**

This project is part of Executive Order 19 and will re-host 19 TAX applications.

### **Project Scope:**

In support of EO19 TAX is seeking approval to procure the resources needed to progress towards the desired goal of cloud readiness for the systems identified in the cloud readiness addendum.

TAX will utilize and procure resources to refactor/re-architect/remediate systems where possible to ensure cloud readiness. In some cases additional analysis and a more complex/costly solution may be required to achieve the goal of cloud readiness, which may affect the existing cost estimate. Additionally, there may be instances after additional analysis, research, development and testing where cloud readiness may not be an option.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** EO19 VDH Aggregate ReHost

**Agency:** Department of Health (VDH)

**Secretariat:** Health and Human Resources

**Investment Status:** Investment Business Case Approval

**Project Description:**

This project is part of Executive Order 19 and will re-host 38 VDH applications.

**Project Scope:**

This project is part of Executive Order 19 and will re-host 38 VDH applications.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** EO19 VDH CHAAMPS ReHost

**Agency:** Department of Health (VDH)

**Secretariat:** Health and Human Resources

**Investment Status:** Investment Business Case Approval

### **Project Description:**

This project is part of Executive Order 19 and will re-host the VDH Child and Adult Application & Meal Payment System (CHAAMPS) application.

### **Project Scope:**

This project is part of Executive Order 19 and will re-host the VDH Child and Adult Application & Meal Payment System (CHAAMPS) application.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Financial Management System Upgrade

**Agency:** Virginia Employment Commission (VEC)

**Secretariat:** Labor

**Investment Status:** Project Initiation Approval

### **Project Description:**

Upgrade VEC's Oracle E-Business Suite application to a newer version. This also involves upgrading the underlying Oracle database version. Work to be done by contractor and will be hosted within VITA's Oracle Cloud Infrastructure.

### **Project Scope:**

Upgrade VEC's Oracle E-Business Suite application to newer version. This also involves upgrading the underlying Oracle database version. Work to be done by contractor. There are batch file exchanges with Cardinal.

NOTE: This project is not an EO19 effort. The EO19 effort of migrating physical servers to virtual servers is being done through demand DMND0003277 to transition the EBS supporting infrastructure over to the Oracle Cloud Infrastructure (OCI).

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Firearms VCheck 2.0

**Agency:** Department of State Police (VSP)

**Secretariat:** Public Safety and Homeland Security

**Investment Status:** Investment Business Case Approval

### **Project Description:**

This project will upgrade the Firearms VCHECK Criminal Background Check System.

### **Project Scope:**

The Virginia State Police Firearms Transaction Center (FTC) certifies that all records of persons denied the purchase of a firearm(s) due to the misdemeanor crime of domestic violence (MCDV) are already submitted to the National Instant Criminal Background Check System (NICS). In 2017, the FTC directly entered 487 domestic violence records in to the NICS Indices, and have entered 180 in 2018. Currently, Virginia maintains 1,356 records in the NICS Indices under the prohibiting category of MCDV. This procurement will upgrade the Firearms VCHECK Criminal Background Check System in the following ways:

- Upgrade information and identification technologies for firearms eligibility determinations.
- Supply accurate and timely information to the Attorney General concerning the identity of persons who have a federally prohibiting mental health adjudication or commitment.
- Create electronic systems that provide accurate and up-to-date information directly related to checks under the NICS, including court disposition and corrections records.
- Supply accurate and timely information to the Attorney General concerning final dispositions of criminal records to databases accessed by NICS.
- Supply accurate and timely court orders and records of misdemeanor crimes of domestic violence for inclusion in federal and state law enforcement databases used to conduct NICS background checks.
- Supply accurate and timely records of federal firearms disqualifications for inclusion in federal and state law enforcement databases used to conduct NICS background checks.



## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Hire Vue Interviewing Tool Project

**Agency:** Department of Transportation (VDOT)

**Secretariat:** Transportation

**Investment Status:** Investment Business Case Approval

### **Project Description:**

Hire Vue is a Video Interviewing Tool which will allow potential candidates to submit a one-way video to the interviewing panel which contains their answers to pre-selected interview questions. Hire Vue enables a faster, fairer, friendlier hiring experience for hiring teams and candidates alike. The software integrates with market-leading ATS and calendar systems to streamline the most tedious and time-consuming hiring activities with conversational AI, video interviewing, assessments, and automated scheduling. On one platform, to solve hiring challenges, from time to hire to new hire diversity to candidate experience.

### **Scope:**

VDOT wishes to procure an end-to-end hiring software program to facilitate and speed up the hiring process at VDOT. This software should have the following capabilities: Virtual and video interview capabilities, AI driven skills assessments, Scheduling tool.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Human Capital Management Cloud Implementation Project

**Agency:** Department of Transportation (VDOT)

**Secretariat:** Transportation

**Investment Status:** Project Initiation Approval

### **Project Description:**

VDOT HR is looking to implement an integrated SaaS solution to replace several HR systems that are outdated and are unsupported or are using soon to be-unsupported technologies. The SaaS solution will automate the processes and sub processes involved in recruiting, hiring, onboarding, performance management, compensation, health and safety, HR administration, succession, and the HR help desk. The solution will support agency initiatives such as VDOT of Tomorrow, the Agency Business Plan, and the Governor's mandate for Cloud Technology.

### **Scope:**

VDOT will replace the following seven HR Applications with Oracle's Human Capital Management SaaS Solution.

1. HR Works!. VDOT's custom HR workflow system.
2. Injury, Illness, and Occurrence (IIO) Reporting tool. This application is for VDOT personnel to report workplace injuries so that they can be reported to OSHA which is a Federal mandate.
3. Telework Agreement.
4. Transitional Work Assignment. These two applications are used to manage the roughly 2,000 VDOT personnel with telework or transitional work agreements. This number is expected to grow to accommodate workplace changes due to the pandemic and to provide annual reporting for EO-109 compliance.
5. Civility Tool. This application processes employee complaints associated with DHRM's civility policy.
6. Q&A - This is a legacy application used to generate our Compensation Planning and analysis, process market data for VDOT salary ranges and generate the content used by other tools and executive reporting.
7. Org Publisher. This tool provides interactive Org Charts and data visualizations for Agency decision making and tracking.  
And will convert a number of manual processes to automated ones via the Supplier engagement and implementation of the Oracle capabilities.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Instructional Improvement System Project - 2020

**Agency:** Department of Education (DOE)

**Secretariat:** Education

**Investment Status:** Investment Business Case Approval

### **Project Description:**

DOE plans software development using a vendor on Virginia's state-wide contract. The system will provide the DOE and school divisions with data analytics in the areas of accreditation and early warning system on school and student performance. The software end product will be hosted by VITA Amazon Web Services and will utilize Tableau to display graphical data. Off-the-shelf software is not out available in the marketplace- the VA accreditation system is unique and specific to the state and there wouldn't be a commercial product for it.

### **Project Scope:**

**Who:** School divisions need a better, more comprehensive way to organize and visualize student data in a way to projects a clear picture of projected student success or risk for failure. The system we are designing will help them do that as well as organize and view accreditation data and monitor overall school progress.

**What:** School and student success depends on a more understandable way to predict student and overall school performance early enough to intervene and prevent student failure.

**Where:** This system will be available for all school divisions in future phases. This phase includes only Orange County Public Schools. The system itself will be housed on VITA's AWS, but each division will have access to their own portion of the software. Each division will only have access to their own data.

**Why:** DOE exists to assist school divisions find more effective and innovative ways to help students succeed. This visualization will greatly add to the ability of school divisions to offer extra attention and support to at risk students who need it early enough to prevent student failure.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Land Use and Outdoor Advertising Permit Processes

**Agency:** Department of Transportation (VDOT)

**Secretariat:** Transportation

**Investment Status:** Investment Business Case Approval

### **Project Description:**

The Office of Land Use and Outdoor Advertising (OA) utilize 3 systems for permitting: The Land Use Permit System (LUPS) is used to issue and track land use permits as well as collect sureties and fees; The Online Application allows citizens, localities, corporations, and utility companies to submit permit applications and pay the fees; and the Outdoor Advertising, an MS Access database in conjunction with GIS and a GIS plugin to manage their day to day business of issuing and controlling sign permits. The permitting process between LU and OA are similar, however, it is the desire of the business to find a single solution that will address the needs of both groups if possible.

The business wants a permit system that is more streamlined, has less user intervention (more automated than the current system), and interfaces with the GIS system that can be used for both Land Use and Outdoor Advertising. The system should reduce cycle time and improve the accuracy of managing permits.

### **Project Scope:**

The scope of this project is to create the current state and desired state maps, create the task charts, identify the pain points and to elicit and document the requirements for the management of Land Use permits. The scope of the systems or processes is the Land Use permit management system starting with the permit application request and ending at closing a permit. This includes the online application website and the “Land Use Permit System” (LUPS) systems. The processes included are:

- Submitting an application
- Receiving an application
- Reviewing an application
- Permit resolution
- Permit finalization

The interfaces that are in scope are the interface between the website and LUPS as well as the interface between LUPS and VDOT’s financial system.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Maintenance Management System Project

**Agency:** Department of Corrections (DOC)

**Secretariat:** Public Safety & Homeland Security

**Investment Status:** Investment Business Case Approval

### **Project Description:**

The Virginia Department of Corrections (VADOC) currently uses a maintenance management system to maintain the agency's preventive and corrective maintenance program. The system tracks maintenance performed on VADOC facilities, equipment, and vehicles. It also measures corrective and preventive maintenance performance based on the agency's standards established and governed by the VADOC Governance Council. Additionally, it is used to manage material and supply inventories and the agency's weapons inventory.

### **Project Scope:**

The replacement Warehouses Inventory system will include Material Inventory, Reporting, and Vendor Modules. The Material menu includes Material Edit, Query, Issue, Receipt, and Transfer functions. Material records provide the Item Description, Quantity-On-Hand, Location, and Transactions. Features include reorder points, row/bin identifiers, standardized item data, and a centralized data collection. Customized reporting will be implemented and provide better inventory management in real-time, statewide reporting.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Medicaid Dental Program

**Agency:** Department of Medical Assistance Services (DMAS)

**Secretariat:** Health and Human Resources

**Investment Status:** Investment Business Case Approval

### **Project Description:**

Two major drivers have affected the timeline for all RFPs and many contracts at DMAS: 1) the moving of the Medicaid Enterprise System (MES) implementation date from December 1, 2019 until mid-year 2020, and 2) the recently passed high-risk legislation effective July 1, 2019. Both drivers have required DMAS as a whole to re-evaluate release dates and timing for all of the agency's upcoming RFPs, as well as existing contract renewals and modifications. Once an anticipated timeline for the Smiles For Children RFP has been formalized, we will communicate to the vendor community. With the anticipated RFP, the Department is again interested in gathering information on the latest industry best practices, technologies, and resources for Medicaid dental health services and supports. DMAS invites providers, plans, and other entities with experience in Medicaid dental health program benefits administration to present and submit (no more than a 20 page document), including appendices, information and resources which available in the Medicaid dental market.

### **Project Scope:**

Implement Dental processing services provided by the winning vendor. The transaction processing will take place at the vendor, and DMAS will send and receive outputs and inputs.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Medicaid Enterprise System (MES) Program Data Warehouse

**Agency:** Department of Medical Assistance Services (DMAS)

**Secretariat:** Health & Human Resources

**Investment Status:** Project Initiation Approval

### **Project Description:**

This is a component project within the DMAS MES Program. The data warehouse solution will provide the DMAS Agency with the ability to accomplish improved business operations through data integration, creation of data quality standards, data and business process documentation, creation of a repeatable framework, and increased security.

The RFP will present the requirements with the expectation that vendor solutions will integrate existing software components that require little or no development and where the development and implementation of business requirements is primarily configuration and testing. The business requirement is to create a single source of truth for a historical data storage.

### **Project Scope:**

The scope of the Data Warehouse project is to seek professional services support from a vendor to implement an entire data warehouse solution from start to finish, including design, development and integration.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Medicaid Enterprise System (MES) Program Fee for Service and Core Processing

**Agency:** Department of Medical Assistance Services (DMAS)

**Secretariat:** Health & Human Resources

**Investment Status:** Project Initiation Approval

### **Project Description:**

This is a component project within the DMAS MES Program. The MES Fee-for-Service and Core Processing addresses many of the business requirements that will comprise the MES solution, as mandated by CMS through the MITA 3.0 Framework. A RFP is required to replace and transform the system and services provided in the current MMIS contract. The specific requirement is to acquire a solution addresses the needs of several business areas:

- Business Relationship Management
- Care Management
- Eligibility and Enrollment Management
- Financial Management (limited)
- Member Management
- Operations Management
- Performance Management
- Plan Management
- Provider Management

### **Project Scope:**

The scope of this project is to solicit proposals from vendors to provide the MES Fee-for-Service and Core Processing solution, which includes implementing a system and preparing to perform operational processes.

The selected vendor will integrate existing software components that require little or no development so that the development and implementation of business requirements is primarily configuration and testing.



## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Medicaid Enterprise System (MES) Program Integration Services Solution (ISS)

**Agency:** Department of Medical Assistance Services (DMAS)

**Secretariat:** Health & Human Resources

**Investment Status:** Project Initiation Approval

### **Project Description:**

This is a component project within the DMAS MES Program. The purpose of the ISS project is to contract with a contractor who will provide a solution that will provision a self-contained, SOA-based communication broker, which provides several functionalities that are listed below, but not limited to:

- Communication Services
- Document Transfer Services
- Document Management Services
- Information Exchange Services
- File Transfer Services
- Data Transfer Services
- Information Viewing Services.

The solution will serve as a hub to integrate various modules that will be implemented under each of the projects listed below. In addition the ISS project will provision a Single Sign On (SSO) and Identity Management solution for the Agency. These modules are:

- Core Services Solution (CSS)
- Enterprise Data Warehouse Solution (EDWS)
- Financial Management Solution (FMS)
- Pharmacy Benefit Management Solution (PBMS).

### **Project Scope:**

The ISS project a self-contained, SOA-based communication broker with the capability to provide all of the required services. A change management process and implementation for the program.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Messaging Services 2.0 Project

**Agency:** Virginia IT Agency (VITA)

**Secretariat:** Administration

**Investment Status:** Project Initiation Approval

### **Project Description:**

This project transitions from the legacy messaging and directory services provider(s) to Tempus Nova, the messaging services supplier for email, enterprise collaboration services, and mobile device management for the required Commonwealth 55,000+ users and other public bodies. The project will be complete when VITA has transitioned to the ongoing Operations and Support mode with the winning supplier.

### **Project Scope:**

The high level scope of the project entails the procurement and implementation as part of the IT Sourcing Strategy Program (ITSSP) of mission critical Messaging, Enterprise Collaboration and Mobile Device Management (MDM) Services, transitioning the new services to ongoing operations and maintenance and disentanglement from Northrop Grumman.

VITA awarded the contract for email and related messaging services to Tempus Nova, a Small, Women-owned and Minority-owned (SWaM) certified business, specializing in Google solutions.

Tempus Nova will provide a flexible solution offering a variety of choices for agencies, including options for continued use of existing email software and unlimited storage. The request for proposal (RFP) included email, enterprise collaboration services, directory services and authentication, and mobile device management. No proposals were received for directory services. These services will be addressed in subsequent RFPs.

Tempus Nova recommends a phased approach, which is endorsed by the Google Deployment Team as a best practice and results in a more successful transition to the Google Apps solution. Tempus Nova recommends three phases (e.g., Phase I Core IT; Phase II Early Adopters; Phase IIIa, IIIb, and IIIc Remaining Users) well planned deployment phases, each addressing a specific group of users: Core IT, Early Adopters, and Remaining Users.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Multimodal Mobility Enhancement DI Project

**Agency:** Department of Transportation (VDOT)

**Secretariat:** Transportation

**Investment Status:** Investment Business Case Approval

### **Project Description:**

Dynamic Incentivization (DI) will be a data-driven solution offering the public incentives to modify their travel choices and behaviors. The DI will consist of three initiatives. It will offer dynamic incentives which are generated in real-time in response to transportation conditions. Those incentives will be structured to encourage travelers to change their trip in order to reduce the impact of the incidents on the transportation network. There will also be an ongoing loyalty program and periodic challenges which reward travelers for using shared or active (pedestrian, bicycle, etc.) modes to help sustain commuters' interest and promote long-term behavioral changes. The DI will include a set of back-end services which offer incentives, verify compliance with incentivized behavior(s), and distribute rewards. Multiple apps including the existing incentive app in the DC region provided by the Metropolitan Washington Council of Government (MWCOCG) will be able to access the services via APIs, and the public will potentially have the option to choose which app they want to use to access incentives. This procurement will award a backend system developer and up to two apps customized to offer all required features. VDOT plans to procure services via the Request for Proposal (RFP) process.

### **Project Scope:**

DI is to be furnished as Software-as-a-Service (SaaS), providing the functionality to offer incentives to the public for changing mode, route, or departure time in ways that lessen the overall impact of congestion and incidents for travelers in Northern Virginia. The goal of DI is to incentivize and reward a relatively small number of commuters who have the willingness and flexibility to safely change their travel patterns in a manner that improves the efficiency of the transportation network as a whole. An additional goal of the solution is to change travel behaviors in the long-term, so the solution will also reward travelers for continued use of travel modes that reduce or eliminate single-occupancy vehicle (SOV) trips. While the initial deployment of DI will be limited to Northern Virginia, the solution will be capable of scaling to other parts of the Commonwealth. Incentives will be organized into three complementary programs, all intended to encourage behavior changes that reduce the impacts of incidents and planned events and decrease usage of SOVs:

1. Dynamic Incentives - Created in real time in response to incidents;
2. Challenges - Short-term incentives in response to planned events (e.g., construction, Metro station maintenance closures) or to reinforce specific behaviors; and
3. Loyalty Incentives - Long-term incentives to reinforce the use of active and shared modes.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Oracle E-Business AR Modules

**Agency:** Department of State Police (VSP)

**Secretariat:** Public Safety & Homeland Security

**Investment Status:** Project Initiation Approval

### **Project Description:**

The eBilling project will implement the Accounts Receivable and iReceivables modules of the Oracle E-Business Suite (OEBS) financial systems. The Oracle Financial solution is already an existing solution at VSP with the OEBS Accounts Payable, General Ledger, Purchase Order and HR modules all in service for an extended period. The Accounts Receivable department at VSP has been overwhelmed with an extensive level of manual processes and workflows causing an over extension of resources, which is placing a significant impact on audit results for far too long. The audit issues are on the border of becoming significant control weaknesses due to the large dependencies on excel workbooks, over 40 separate workflows, with limited number of resources to effectively manage the volume of receivable transactions. Automating the department by implementing the Oracle AR module will allow significant control and industry standardization to be added to the agency.

### **Project Scope:**

The eBilling project, sponsored by the Accounts Receivable department of VSP Property & Finance and approved by the agencies executive leadership, will implement and activate the Oracle Financials Accounts Receivable module, which is already owned and licensed within the agency. Electronic payment processing will be accomplished by implementing the Oracle iReceivables module to handle account holder access and payment processing. The actual payment processing tasks which collects account holder credit card information will be handled through a separate third-party supplier via one of the following methods:

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** OT Service and Asset Management Solution Project

**Agency:** Department of Transportation (VDOT)

**Secretariat:** Transportation

**Investment Status:** Investment Business Case Approval

### **Project Description:**

VDOT currently uses several tools to manage information for assets connected to the OT (Operations Technology) environment. The existing tools capture independent information about OT assets. This effort will fully integrate VDOT OT assets into a single statewide consistent approach.

All edge devices (e.g., traffic signals, highway message signs, highway cameras), cabinets, network switches, firewalls, TOC servers/desktops, etc. and other digital component asset information will be maintained in a statewide system, identified as Operations Technology Service and Asset Management (OTSaAM).

### **Project Scope:**

VDOT currently uses several tools to manage information for assets connected to the OT (Operations Technology) environment. The existing tools capture independent information about OT assets. This effort will fully integrate VDOT OT assets into a single statewide consistent approach.

All edge devices (e.g., traffic signals, highway message signs, highway cameras), cabinets, network switches, firewalls, TOC servers/desktops, etc. and other digital component asset information will be maintained in a statewide system, identified as Operations Technology Service and Asset Management (OTSaAM). This includes all Intelligent Transportation Systems (ITS) devices and components (e.g., controllers, cameras, dynamic message signs, firewalls, routers) and all traffic signal system components (e.g., controllers, signals, switches, routers, firewalls, detection devices). As old devices are retired, new devices are added, or existing devices have configuration change on the OT environment the OTSaAM will reflect these actions. The OTSaAM will be the master data source (i.e. golden record) for all OT device asset information. As such it will be the source for all SOC (Security Operations Center), NOC (Network Operations Center), and IAM (Identity and Access Management) activities further articulated in the forthcoming ConOps.

The contracts resulting from these procurements will ensure Operations Technology is secure, resilient, and compliant with applicable policies and standards, and will enable VDOT to address and remediate findings identified in the OT Cybersecurity Assessment.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Outsource Call Center Staffing and Telephony

**Agency:** Virginia Employment Commission (VEC)

**Secretariat:** Labor

**Investment Status:** Project Initiation Approval

### **Project Description:**

The VEC will outsource call center staffing which services will be provided at the suppliers site. This will result in the supplier needing to provide telephony infrastructure in order for their team members to make and receive calls on behalf of the VEC. This may replace existing suppliers who are providing this function.

### **Project Scope:**

The VEC will outsource call center staffing which services will be provided at the suppliers site. This will result in the supplier needing to provide telephony infrastructure in order for their team members to make and receive calls on behalf of the VEC.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Pharmaceutical Services  
**Agency:** Department of Corrections (DOC)  
**Secretariat:** Public Safety and Homeland Security  
**Investment Status:** Investment Business Case Approval

### **Project Description:**

VADOC seeks to implement an online pharmacy ordering system that would interface with the electronic health records (EHR) system.

### **Project Scope:**

This project is estimated at \$46,000,000; Only \$700,000 is estimated for the IT portion of the project. The cost for services will be \$9,000,000 annually; with five (5) year contract \$45,000,000.

VADOC seeks to have the contractor implement an online pharmacy ordering system that would interface with the electronic health records (EHR) system that the DOC is in the process of establishing a contract for and intending to implement at six DOC women's facilities in the very near future. The proposed ordering system also would interface with the Virginia Corrections Information Systems (VirginiaCORIS). VirginiaCORIS is the offender management system (OMS) that the VADOC uses to manage its offender population.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Primary Election System - Project

**Agency:** Department of Elections (ELECT)

**Secretariat:** Administration

**Investment Status:** Investment Business Case Approval

### **Project Description:**

ELECT is seeking a solution to replace its current system known as the Virginia Election and Registration Information System (VERIS). VERIS is antiquated and the technology is soon to reach end-of-life; preference is for a cloud-based solution to enhance efficiencies and availability, in order to meet the critical needs of data security related to Commonwealth elections data. Estimated Project Costs include staffing, SEC525, ECOS, data transition and conversion, organizational change management , project management, RFP estimates.

### **Project Scope:**

The purpose of this project is to generate an Request for Proposal (RFP) to solicit proposals for a competitive procurement, to provide a statewide voter registration and election management solution to the Commonwealth of Virginia Department of Elections (ELECT), as directed by the 2019 House Bill (HB) 1700. Upon selection of a proposal, ELECT will work with the chosen vendor to provide guidance and direction in the analysis and deployment of the new statewide voter registration and election management system.



## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Replace LiveScan System Project

**Agency:** Department of State Police (VSP)

**Secretariat:** Public Safety & Homeland Security

**Investment Status:** Investment Business Case Approval

### **Project Description:**

VSP will procure live scan fingerprinting to be located at VSP offices statewide. The live scans will initially be procured to process applicant background check requests that require fingerprints. VSP was recently provided with American Rescue Plan Act (ARPA) funds that are focused on solving problems related to the inability to receive and process applicant background check requests for front line workers in a timely manner. This problem continues to have a significant negative impact on the state's economy. The procurement will also allow VSP to replace manual processes with automated processes, which will reduce manual errors and provide more accurate and reliable data.

### **Project Scope:**

Virginia State Police (VSP) has been granted statewide procurement authority to create a cooperative contract to:

1. establish a standard FBI CJIS compliant livescan solution,
2. provide user-agencies the option to procure devices and peripherals through easy to use online processes that automatically update a centrally managed livescan hardware and software inventory,
3. provide an integrated, cloud-hosted that complies with the Governor's Executive Order 19 (2018),
4. provide reliable, efficient, and secure operations and support for livescan statewide through remote management capabilities or on-site services when services cannot be provided remotely,
5. improve overall customer support and livescan reliability through the use of cloud-based central servers that automate livescan software/support table installations and updates, update livescan configurations, keep livescan inventory updated, assign tracking numbers (e.g. Document Control Number), centralize user administration and centralize the receipt of data from other systems,
6. provide user-agencies with the option to integrate with hardware or software VPN,
7. standardize user-agency interfaces to and from livescans to improve data quality,
8. replace manual processes by providing livescan software and peripherals to capture fingerprints and palm prints to allow the business processes to send transactions to VSP's Automated Fingerprint Identification System (AFIS).

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** RPP - Enterprise Licensing Solution

**Agency:** Department of Social Services (DSS)

**Secretariat:** Health & Human Resources

**Investment Status:** Project Initiation Approval

### **Project Description:**

The Division of Licensing Programs Help and Information Network(DOLPHIN) is the current application that VDSS Licensing Programs uses to conduct inspections and track licensure case load and stats for Adults, Child Welfare and Children's programs. DOLPHIN is a 17-year old legacy system. The application has two components: Versa Regulations (VR), the database and Versa Mobile (VM), a tool utilized for synchronization to VR.

The Division of Licensing Programs has the opportunity to obtain a new customer-centric application that will fully align with its business and public sector technological modernization needs. The strategic technical plan for the new application is to ensure business requirements, workflow processes, interfaces and conversion of data from the existing application are included. Specifically, the two-way interface with VaCMS designed for Subsidy facilities that are marked as Open or Closed for purposes of receiving federal funding from the Child Care Discretionary Fund is a must. Specific data fields such as the Legal Entity of Record (LEOR) must be integrated in the new application. The new application must interface with the Background Information System (BIS) to generate a Fieldprint code that is provided to new or existing children's facilities that are required to secure Fieldprint fingerprint - related background information for employees and/or volunteers from the third-party vendor FieldPrint. Once a fingerprint scan is done, Fieldprint stores all confidential information in a MyFieldprint website portal designed for BIS staff's use. Staff can view individual, weekly and monthly fingerprint requests and associated details. The new application will utilize the Salesforce - Low Code or No Code Application Platform (LCAP).

### **Project Scope:**

The scope of this project includes establishing a new adult/child care application.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** RUMS Replacement Project

**Agency:** Department of Transportation (VDOT)

**Secretariat:** Transportation

**Investment Status:** Investment Business Case Approval

### **Project Description:**

The VDOT Right of Way (ROW) and Utilities Management System (RUMS) manages the process where a road construction Notice to Proceed (NTP) document is used to coordinate mandatory pre-construction activities including providing a comprehensive cost estimate on all potential necessary acquisition and damage costs, coordinating with the impacted utility companies to understand their needs, communicating with railroad companies to ensure that VDOT can obtain the proper right of entry agreements, ensuring that any special circumstance parcels within the project scope are handled in accordance with state or federal law, if VDOT and a landowner are unable to agree then managing eminent domain proceedings and final reimbursement and validation of any relocation expenses, managing any parcel remnant or whole parcel that was not utilized during construction, handling all lease agreements and payments as well as any state or utility conveyance of property, mitigating and gravesite or cemetery relocations, and all processing FOIA requests related to the above activities. The RUMS application will be replaced because it is 15 years old, and the system is reliant on antiquated services, tools, and code.

### **Project Scope:**

This project will replace the outdated Right of Way and Utilities division system (RUMS) by adopting improved processes, efficiency tools, and workflow in a retail software product for overall business efficiency improvement. This new solution will enhance the data collection of right of way and utility processes used in metrics and other areas of pre-construction. The project will involve implementing a SaaS cloud product with application support.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** SMART Portal 2022 Project

**Agency:** Department of Transportation (VDOT)

**Secretariat:** Transportation

**Investment Status:** Project Initiation Approval

### **Project Description:**

This project will deliver new and enhanced functionality within the SMART Portal web application allowing for program pre-application submission, new application submission to multiple programs, enhancements to the validation/screening/ scoring processes, and improving the user interface to update decisions online.

### **Project Scope:**

The scope of this project is to deliver a combination of new functionality and substantial improvements to existing functionality for components of SMART Portal.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** SNAP Knowledge Base

**Agency:** Department of Social Services (DSS)

**Secretariat:** Health and Human Resources

**Investment Status:** Project Initiation Approval

### **Project Description:**

VDSS will configure the Salesforce platform to include knowledge management for use by the LDSS and VDSS staff to search for answers to frequently asked questions and lookup procedures, policies, and quick reference guide materials; a Chabot that can refer workers to answers or reference materials to help with common support requests; a live agent chat that can address support requests that are not answered by the Chat-bot a learning platform using Salesforce my Trailhead to organize online learning content into modules (courses) and trails (curriculums) that can be assigned to workers with completion progress tracked; SCAR to help reduce error rates in case processing; and a SNAP Calculator to determine SNAP allotment.

### **Project Scope:**

VDSS to configure the Salesforce platform to include knowledge management for use by the LDSS and VDSS staff to search for answers to frequently asked questions and lookup procedures, policies, and quick reference guide materials; a Chabot that can refer workers to answers or reference materials to help with common support requests; a live agent chat that can address support requests that are not answered by the Chat-bot a learning platform using Salesforce my Trailhead to organize online learning content into modules (courses) and trails (curriculums) that can be assigned to workers with completion progress tracked; SCAR to help reduce error rates in case processing; and a SNAP Calculator to determine SNAP allotment. This project will accomplish configuration of the Salesforce Platform for use by Local Department of Social Services (LDSS) and Virginia Department of Social Services (VDSS) with the following contents:

- Real-time access to a Knowledge Management system that includes: articles, frequently asked questions (FAQs) and learning videos, SNAP Manual, SNAP Quick Reference guide
- Chat-bot with live subject matter experts
- Online learning and training videos
- Data repository and reporting modules for Quality Control Finding, Management Evaluations, SNAP Corrective Action Report (SCAR) and Appeals

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** SOR System Replacement

**Agency:** Department of State Police (VSP)

**Secretariat:** Public Safety and Homeland Security

**Investment Status:** Project Initiation Approval

### **Project Description:**

The current vendor provided Sex Offender Registry core system needs to be upgraded or replaced as it is based on older technology (Oracle Forms and Reports) and does not meet all user requirements. Making changes due to legislation or enhancing the current application is not feasible due to the outdated technology and the eventual loss of vendor support due to its age.

### **Project Scope:**

Replacement of the legacy SOR system with a COTS or in-house developed java based system. This project includes the RFP process, development or customization, installation and deployment of the new software at VSP. Consulting resources could be obtained to supplement VSPs development staff along with the purchase of the necessary hardware and software to host the replacement application at VSP. The scope of the replacement system is limited to the current SOR system functionality.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** STARS Infrastructure and Subscriber Upgrade

**Agency:** Department of State Police (VSP)

**Secretariat:** Public and Homeland Security

**Investment Status:** Project Initiation Approval

### **Project Description:**

The Statewide Agencies Radio System (STARS) provides a public safety grade radio and data network for 22 authorized agencies. The STARS Subscriber and Infrastructure Upgrade will be implemented in two phases. Phase 1 will address the infrastructure upgrade and Phase 2, the subscriber equipment upgrade. Phase 1 will upgrade the microwave radio network, a new MPLS network for STARS, use of Time Division Multiple Access (TDMA) technology, and the Radio Authentication feature. Phase 2: Subscriber Upgrade will update Needs Assessments for all agencies, and update Subscriber equipment.

### **Project Scope:**

The STARS Infrastructure and Subscriber Upgrade will be implemented in two phases and will take 4 years to complete. Phase 1 will address the network infrastructure and Phase 2 the subscriber equipment for STARS. The network infrastructure upgrades will include the following:

- Microwave Radio Transport Links – migrate from circuit-switched transport to packet-switched Ethernet transport from the land mobile radio RF sites to the Zone Master sites (97 transmitter sites; 132 links, consisting of 264 radios)
- T-1 to Ethernet Conversion, adding Multiprotocol Label Switching (MPLS) – site router replacement at 97 transmitter sites and others
- Time Division Multiple Access (TDMA) (Project 25 Phase 2) - approximately doubles the use of each radio channel employed as compared to the current Frequency Division Multiple Access (FDMA) technology and is a key factor to better supporting current users, facilitating the additional users, and improved busy-hour performance
- Authentication - a necessary security feature that minimizes the access of unauthorized radios that have been lost, stolen, or cloned

Replace the subscriber equipment for the 22 STARS authorized agencies including mobiles, portables (hand-held), digital vehicular repeaters (DVRs), control stations (mobiles located on a desk), and consolettes (rack mounted mobile radios). The subscriber equipment upgrade will take approximately 3 years to complete and includes the following:

- ~6,000 vehicles with a mobile radio installed will need to be upgraded. ~3,300 of those vehicles have a full Digital Vehicular Repeater System (DVRS) in them (mobile radio, portable radio, digital vehicular repeater, portable charger). Vehicle installations will be performed regionally by the equipment manufacturer and will take 3-4 hours to complete per vehicle. VSP Technicians will perform a quality assurance check after the install is complete. This will be managed by the Logistics Manager contractor.
- ~556 control stations in offices
- ~178 consolettes in dispatch centers
- Over the Air Programming (OTAP) – allows changing the programming in radios using a wireless approach. OTAP facilitates updating a high volume of radios in field within a minimum amount of time. For many types of upgrades, scheduling and touching radios located in over 42,775 square miles will no longer be necessary.
- WiFi Programming – allows changing the personality of a radio without physically connecting to it

# Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Traffic Monitoring System Replacement Project

**Agency:** Department of Transportation (VDOT)

**Secretariat:** Transportation

**Investment Status:** Investment Business Case Approval

## Project Description:

This project will ensure all traffic count users have reliable access to both raw and summary traffic data.

1. Update technology to ensure sustainability of system
2. Update business user interface to allow more intuitive data query
3. Update end user interface(s) to allow more user 'self-service'
4. Provide download site that allows more powerful query capabilities (Inside and Outside VDOT)
5. Update data input interface to reduce time managing data input while maintaining data quality
6. Ensure all reporting (inside and outside VDOT) is using SSR (master) data

## Project Scope:

This request will ensure all traffic count users have reliable access to both raw and summary traffic data. Technology impacts include the following:

- District Staff (traffic engineers): traffic engineering studies
- District and Central Office TMPD: traffic planning and forecasting
- Traffic Operations: Congestion studies, Map21 requirements
- District and Central Office: paving operations
- Highway Safety Improvement Program (HSIP)
- Statewide Planning System (SPS)
- VDOT Dashboard (fatalities and congestion)
- VDOT SmartScale
- VDOT Integrator
- Roadway Network System (RNS)
- Pavement Management System (PMS)
- Pavement Material Scheduling System (PMSS)
- Highway Performance Monitoring System (HPMS)
- Bridge Management System (BMS)
- Railroad Crossings (RRX)
- iPeMS
- Tableau
- Power BI
- SQL Developer
- SQL+
- MSEXcel
- MSAccess



## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** TRS New Unclaimed Property SaaS Solution Project

**Agency:** Department of the Treasury (TD)

**Secretariat:** Finance

**Investment Status:** Project Initiation Approval

### **Project Description:**

This Project (RFP) is to replace the current Treasury Unclaimed Property system (TUPS) with a commercial off the shelf (COTS) abandoned property system or provide funding to make needed enhancements to the current system. Treasury's Division of Unclaimed Property (UCP) is responsible for the administration of the Unclaimed Property Act, a consumer protection law that protects the property rights of absentee owners. The Division received more than 11,000 holder reports and added more than 1.3 million new owners to the owner database in FY2019.

### **Project Scope:**

This Project (RFP) is to replace the current Treasury Unclaimed Property system (TUPS) with a commercial off the shelf (COTS) abandoned property system. Treasury's Division of Unclaimed Property (UCP) is responsible for the administration of the Unclaimed Property Act, a consumer protection law that protects the property rights of absentee owners. The Division received more than 11,000 holder reports and added more than 1.3 million new owners to the owner database in FY2019. The Division received more than \$254 million and 10.4 million security shares as unclaimed property remittances. It is the Division's primary mission to reunite property reported by holders after a period of inactivity with its rightful owner. The total dollar value of claims paid to owners in FY19 was \$87.1 million for 28,000 claims covering more than 130,000 asset accounts. The Division also accounts for a securities portfolio of stocks, bonds, and mutual funds of \$320 million. Currently, UCP uses TUPS as its unclaimed property database solution along with integrated document management software called PaperVision and its Workflow solution. There are several updates needed for the TUPS system to provide necessary business functionality. In addition, the Click and Claim searchable database needs a significant rewrite. These updates have not been completed because of the lack of manpower. Treasury is pursuing a next generation unclaimed property management cloud-based third party solution that is in use by other states unclaimed property business areas. The proposed supplier will need to be a leader in the industry providing Unclaimed Property resources, technologies and best practices to states.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Unemployment Insurance Modernization

**Agency:** Virginia Employment Commission (VEC)

**Secretariat:** Labor

**Investment Status:** Project Initiation Approval

### **Project Description:**

The modernization of the Unemployment Insurance System is a major initiative for the VEC in the Agency Strategic Plan. This client/server system will replace the VEC's decades-old IBM-mainframe Benefits, Tax, and Wage systems. Agency stakeholders for this IT Investment include the VEC Commissioner, VEC Assistant Commissioner for Field Operations, the VEC Chief of Benefits, the VEC Chief of TAX, the VEC Director of the Customer Contact Center, the VEC IT Director, and the IT Project Manager. These stakeholders will have direct leadership and governance responsibilities for the Investment. Customer stakeholders include employers of the Commonwealth as well as individual citizens who require support from the Unemployment Insurance program. Input from these stakeholders was analyzed and documented through research performed by Peer Insight and will be further monitored through the use of surveys.

### **Project Scope:**

This project will modernize the computer hardware and software as well as business workflows and some business processes that the VEC uses to administer the Unemployment Insurance Benefits, Tax, and Wage systems for the Commonwealth of VA. Modernization includes moving these systems to client/server/web technologies which use relational data stores.

The VEC will partner with a software development vendor. This vendor, under guidance of the Agency Sponsor and Project Manager, will work with agency business and IT staff to design, develop, test, and deploy a modernized automated UI system.

The vendor will be contractually obligated for delivering the system as well as training business staff in using the system and IT staff in supporting the system. Staff resources from the business and IT teams will be allocated to the project to fully participate in project activities.

The first Iteration of the project, will involve the Application and Technical Design for Imaging and Workflow, which will bring to bear hardware and software to be used as the foundation for the remainder of the project.

The second Iteration of the project will deliver an Unemployment Insurance Tax application. The third Iteration will deliver an Unemployment Insurance Benefits and Appeals application.

Throughout the Iterations, the vendor will customize the system design to conform to the requirements of Virginia's UI law and VEC agency practices. The vendor will use prototypes and walk-throughs with business and IT staff to identify and document system requirements. The vendor partner will be responsible for developing/coding the new system while engaging VEC business staff in building test cases and actual testing activities. IT staff will be focused on learning the new technologies that make up the system and participating in knowledge transfer. Business staff will be extensively engaged in training for the new system

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** VDEM - EOC and governor's situation room AV/VTC

**Agency:** Department of Emergency Management (VDEM)

**Secretariat:** Public Safety & Homeland Security

**Investment Status:** Investment Business Case Approval

### **Project Description:**

VDEM requires an upgrade to the audio visual system at the Virginia Emergency Operations Center and at the Governor's Situation Room to ensure better communications during emergency activations. This upgrade will include requirements for connectivity outside of the two locations to support a large number of participants for conference calls.

### **Project Scope:**

The scope of this project is to replace out-dated audio-visual equipment at the Virginia Emergency Operations Center (VEOC) and the Governor's Situation Room. The current equipment is at end-of-life and is failing with difficulties in finding replacement parts.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Victims Services Technology Project (formerly Programs & Services Project)

**Agency:** Department of Criminal Justice Services (DCJS)

**Secretariat:** Public Safety & Homeland Security

**Investment Status:** Investment Business Case Approval

### **Project Description:**

This project will improve the DCJS Victims Services Grant Programs administration by implementing a technology solution that automates the Victims Services Grant Program administration while ensuring data integrity, accessibility, compliance, security and continuous operation. The preferred solution is a single off-the-shelf system that meets the requirement for all Victims Services Grant Programs. Any selected vendor supplied COTS solution will be hosted on virtual servers at CESC.

### **Project Scope:**

Automate the Victims Services Grant Program administration while ensuring data integrity, accessibility, compliance, security and continuous operation and includes Victim/Witness Grant Program (VOCA), Violence Against Women (V-STOP), Sexual Assault and Domestic Violence Grant Program (SADV), Virginia Sexual & Domestic Violence Victim Fund (VSDVVF), Sexual Assault Services Program (SASP), Court Appointed Special Advocate (CASA).

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** VSP Transformation Project

**Agency:** Department of State Police (VSP)

**Secretariat:** Public Safety and Homeland Security

**Investment Status:** Project Initiation Approval

### **Project Description:**

The VSP Transition Project will bring VSP into the standard IT infrastructure support model, which includes everything except the out of scope STARS network

### **Project Scope:**

This project is to transition VSP from the isolated Moorefield domain-provided directory services to the enterprise COV-provided directory services. In doing so, three new virtual servers will be established. Once established, connections between the old and new domains will be created and maintained. After implementing this connection, one-way trust relationships will be developed to allow objects on the old domain to trust the new COV domain. Discovery and testing phases will occur during project and upon completion of testing users will be allowed to utilize the new directory services.

Out-of-scope work includes:

- VSP Vehicle device out of scope
- VSP Application Servers out of scope

The purpose of DMND 1798 / RFS 8014 project is to transition legacy VSP end user services over to the VITA managed end user services at both VSP HQ and field offices.

Atos is currently in the process of installing the McAfee Endpoint Policy Orchestrator (ePO) agent on all STARS endpoints. These endpoints will not initially be managed by VITA but will be managed by a CUSTOMER-owned and administrated ePO console. Once the STARS assets have been standardized, CUSTOMER administrators will point the STARS endpoints to the Commonwealth ePO. Non-STARS assets will be managed and administrated by the Commonwealth ePO. This project shall fully support and allow flexibility for VSP to perform all of its mission-critical functions (for example, Virginia Fusion Center, High-Tech Crimes, and Internet Crimes Against Children).

This project is to transition legacy VSP end user services over to the VITA managed end user services. With the completion of planning, ePO standard policies will be developed, customer designated and CSRMS approved end user assets will be upgraded to Windows 10, ePO policies will be pushed to the endpoints, and endpoints will be encrypted upon each system checking into the ePO. Upon network connectivity and directory service transformation efforts being completed, the customer designated end user assets will be joined to the COV domain. Role based access to Microsoft System Center Configuration Manager (SCCM) will be provisioned to provide the agency with a method to provide security patches and software deployments / patches to both the STARS and Non-STARS devices. In conjunction with the provisioning of SCCM, training shall be provided to a designated set of VSP employees. Non-STARS assets will be managed and administrated by the Commonwealth ePO. STARS

## Appendix C – 2021 Major IT Project Descriptions

assets will not, initially, be managed by VITA but will be managed by a CUSTOMER-owned and administrated ePO console. Once the STARS assets have been standardized, CUSTOMER administrators will point the STARS endpoints to the Commonwealth ePO. Upon completion of the project both STARS and Non-STARS assets will be managed and administrated by the Commonwealth ePO.

Discovery and testing phases will occur during project and upon completion of testing users will be allowed to utilize their COV managed end-user assets.

Out of scope:

- All loadset/software package creation will be covered under PRJ0010597.
- Customer application software licenses

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** Web Content Management DXP Project

**Agency:** Department of Transportation (VDOT)

**Secretariat:** Transportation

**Investment Status:** Investment Business Case Approval

### **Project Description:**

VDOT's public facing web properties are not accessible, have language translation barriers, do not promote safe travel across our state, have security vulnerabilities, and have a legacy design and infrastructure. This project will improve the overall user experience on our VDOT web properties for Virginia citizens and will make the maintenance/management of our websites easier for the Communications and ITD teams.

### **Project Scope:**

This request will improve the overall user experience on our VDOT web properties for Virginia citizens and will make the maintenance/management of our websites easier for the Communications and ITD teams.

## Appendix C – 2021 Major IT Project Descriptions

**Project Formal Title:** WIC EBT Project

**Agency:** Department of Health (VDH)

**Secretariat:** Health & Human Resources

**Investment Status:** Investment Business Case Approval

### **Project Description:**

This project will procure a new WIC EBT service contract to provide on-going eWIC processing services for the Virginia WIC Program. A selected WIC EBT vendor will provide WIC EBT payment services to approximately 110,000 WIC participants for the purchase of WIC eligible foods/formula at 850+ authorized WIC retailers in Virginia using electronic benefit transfer cards.

### **Project Scope:**

The scope of the project is to procure a new WIC EBT service contract to provide on-going eWIC processing services for the Virginia WIC Program. A selected WIC EBT vendor will provide WIC EBT payment services to approximately 110,000 WIC participants for the purchase of WIC eligible foods/formula at 850+ authorized WIC retailers in Virginia using electronic benefit transfer cards.