



Information Technology Advisory Council



COV 2012-2014 Technology Business Plan

Presentation for Review & Approval

**ITAC Workgroup on Enterprise/Collaborative
Applications Governance**

November 7, 2011





Background

- Plan required by *Code*
- Intended as link between COV business priorities and COV IT Strategic Plan
- Desirable attributes:
 - Leverage work of Council on VA's Future
 - Drive off of recognized business priorities
 - Focus on key leverage points
 - Create an action agenda—with follow-through



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Initiative 1—Emphasize programs and tools that enable citizens to interact with government 24x7—when, how, and where they want it

**DMV Commissioner Richard D. Holcomb
November 7, 2011**





2012 – 2014 COV Technology Business Plan

Initiative 1 - Emphasize programs and tools that enable citizens to interact with government 24x7—when, how, and where they want it

- Value-add for citizens and government
 - Citizen: Accessibility, privacy, convenience, discounted fees
 - Government: Lower cost per transaction, less traffic in brick 'n mortar facilities, cashless transactions



2012 – 2014 COV Technology Business Plan

Initiative 1 - Emphasize programs and tools that enable citizens to interact with government 24x7—when, how, and where they want it

- Aligns with Governor's Business One-Stop and Open Government vision

- Establish a myCOV Account similar to the myDMV Account
- Single portal access
- Webcast public meetings and enable for public comment



2012 – 2014 COV Technology Business Plan

Initiative 1 - Emphasize programs and tools that enable citizens to interact with government 24x7—when, how, and where they want it

- Programs

- Savings/Reinvestment incentives for agencies to encourage e-gov growth
- Social Media
- Web Standards/508 Compliance
- Public Relations/Promotional Campaigns
- Support programs a must (on-line help?, 24/7 infrastructure support, etc.)



2012 – 2014 COV Technology Business Plan

Initiative 1 - Emphasize programs and tools that enable citizens to interact with government 24x7—when, how, and where they want it

- Tools

- Web Apps/Mobile Apps
- CAS - Commonwealth Authentication Service for various levels of access and “on-behalf-of” transactions
- Phone (interactive voice response)
- Mail-in
- E-signatures for personal transactions



Cost and Convenience

- Vehicle registration renewal transaction: \$9.55 vs. \$3.83 online
- Driver's license transaction: \$22.40 vs. \$11.26 online
- First DMV to offer online license renewal



Online Incentives

- Encourage customers to log on
- Multi-year, online discounts
- Can save up to \$4 if renew online for 3 years



E-notifications

- Almost quarter million signed up
- Environmentally friendly, convenient
- Save \$350,000 so far in postage, mailing, printing costs



myDMV Account

- Easy online process
- Check box to receive renewal notices via email, phone, text message
- Also manage DMV record, conduct secure transactions



The Virginia DMV app

- 43% of mobile users have smart phones
- More smart phones predicted in future
- DMV smart phone app



Today's DMV

- Online interaction
- E-notifications
- myDMV account
- Future DMV app



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Initiative 2—Improve Information Sharing to Optimize Current Business Functions and Supporting Systems

**Linda Foster, Deputy Commissioner
Taxation
November 7, 2011**





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Initiative 2 - Improve Information Sharing to Optimize Current Business Functions and Supporting Systems

- What better way to gain efficiencies than to share?!
 - This initiative can be tied to a large number of Enterprise Strategic Priorities to include:
 - ✓ Economy
 - ✓ Education
 - ✓ Health and Family
 - ✓ Public Safety
 - ✓ Natural Resources
 - ✓ Transportation
 - ✓ Government and Citizens



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Initiative 2 - Improve Information Sharing to Optimize Current Business Functions and Supporting Systems

- Advantages

- Benefits not only governmental agencies, but also benefits citizens
- Creates tremendous efficiencies
- Creates more effective government services
- Leverages not only monetary resources, but also human resources
- Provides systems that might not otherwise be provided due to funding
- Extends the useful life of shared systems when existing systems are included



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Initiative 2 - Improve Information Sharing to Optimize Current Business Functions and Supporting Systems

- Examples
 - CAS (Commonwealth Authentication Services)
 - TAX/VEC Return and Payment Filing
 - Cardinal (statewide financial management system)
- Careful Selection
 - Many opportunities
 - Select projects that are possible
 - Select projects that result in significant benefit



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Initiative 3—Leverage technology to improve worker productivity and make state employment more attractive to the future workforce

**Cathy Nott, IT Director
Agriculture and Consumer Services
November 7, 2011**





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Initiative 3 – Leverage technology to improve worker productivity and make state employment more attractive to the future workforce.

- Addresses environmental issues identified

- Attract younger generations to government careers
 - Use technology that is familiar to millennials
 - Provide a more satisfying work environment
- Provide mechanism to help address growing budget constraints in government
 - Streamline processes
 - Minimize manual processes
 - Improve productivity



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Initiative 3 – Leverage technology to improve worker productivity and make state employment more attractive to the future workforce.

- Addresses environmental issues identified
 - Allow for resources needed to supply services due to population growth
 - Streamline processes and minimize manual processes
 - Provide state workers with tools to ease the burden of lost institutional knowledge of the retiring workforce
- Aligns with the COV Enterprise Strategic Priorities



2012-2014 COV Technology Business Plan

Initiative 3 – Leverage technology to improve worker productivity and make state employment more attractive to the future workforce.

– Examples

- Smart Phones integrated with COV email
- COV Authentication Services (CAS)
- Administrative System Updates – Time, Attendance and Leave (TAL) System, Cardinal, Performance Budgeting
- Shared initiatives and shared VITA offerings
- Improve communication with employees through social media and web technologies
- Provide tools for a mobile and teleworking workforce



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Initiative 4—Support educational attainment initiatives—key to achieving state economic development and quality of life goals

**Ernie Steidle, COO
Disability Services Agencies
November 7, 2011**





Impact

- Support technologies that improve communication, collaboration, and information sharing among institutions that provide or benefit from educational attainment of consumers.
- Support federal, state, regional, and local government as well as private sector efforts. Promote the success of Virginia schools and programs by demonstrating their positive impact on jobs and the economy.
- Improve both education and workforce development by sharing services across organizational boundaries. An example is communication across VEC's Career Connect and DRS systems that track employment services for persons with disabilities.
- Improve higher education with information sharing on K-12 experience. An example is the Virginia Longitudinal Data System, led by the Department of Education
- Support an emphasis on credentialing through information sharing by certifying, licensure and compliance enforcement organizations. There is already interest in cross agency licensing application software.
- Improve the effectiveness of Virginia government through support of technology enabled, staff education and training. DHRM's Knowledge Center and the HR adoption of VDHS TRAIN are examples of efforts in this area.
- Use information sharing between workforce development and higher education to address rapidly changing occupational demand forecasts and continually modernize STEM curricula.



Technology Trends

- Blackboard and WebCT to support Distance Education
- Knowledge Center and TRAIN to support state employees
- Web presence to supplement 'face to face' instruction and live Video Teleconferencing that accommodates computer labs, personal computers, tablets and smart phones
- Dropbox applications to accept assignments and share instructional information
- WebEx and GoToMeeting applications for collaboration and teaching
- Video, Streaming video and Podcast video to support smart phones
- Support for accessibility tools like the JAWS screen reader and accessibility standards that insure instructional materials are accessible
- Alternative or duplicative communication through social media
- Real Time, Cross application data retrieval (Databases for K-12, college, university and technical training, health and human services data, criminal justice data, credentialing and professional compliance data provide a better understanding of the best use of educational opportunities for individuals and assessment of success.)
- Technology tools that our future teachers and professors haven't even thought of yet!



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Initiative 5—Expand and support back-office platforms and productivity tools that support Governor's Reform Commission recommendations on streamlining government operations

**Belchior Mira, Director of Information Technology
Department of Human Resources Management
November 7, 2011**





Candidates

- HR, Fiscal, IT and Policy are likely candidates; not typically related to agency mission but essential function.
 - Examples include the DOA Payroll Service Bureau and the DHRM Service Bureau. Other opportunities might include collaborative or enterprise management analysis.
- Other common business functions related to program mission
 - The Disability Services Agencies provide services to similar populations (or any set of agencies serving a common population)
 - Agencies that provide a oversight or licensing function (or any similar function)
 - Agencies that provide services through NGOs and Local Governments via contract or MOU (or any similar business model)



Advantages

- Common Business Processes
- Common Technology Infrastructure (VITA/NG Cloud or SaaS)
- Common Systems Development Architectures (SOA)
- Shared Maintenance and Operations Activity
- Collaborative and Enterprise Application Development
- Reduced Governance Activity for many projects for many agencies
- Increased Governance in Pre-Select and Select Phases of IT Project Management to Improve success rates
- Leverage enterprise tools to determine opportunities, e.g.
 - CAS/EDM for one source of citizen data and
 - Business Rules Engine to first analyze, then enforce common business processes
 - Enterprise Data Warehouse provides greatly enhanced analytic capability across the COV Executive Branch (and non-COV entities that provide data)



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COV Technology Business Plan— Implementation

**Ernie Steidle, COO
Disability Services Agencies
November 8, 2011**





Action Steps

1. ITAC approves the Technology Business Plan and it's five Initiatives
2. Form a stakeholder workgroup around each of the five Technology Business Plan initiatives
 - a) Designate one or two ITAC members as liaisons to each initiative workgroup
 - b) Include a representative cross-section of interested agency participants
 - c) Identify a charter for each workgroup with the following:
 1. Conduct an expedited scan of state government for technology opportunities for their initiative
 2. Recommend the most promising technology opportunities to the ITAC and obtain approval to develop an action plan and work schedule for implementation
 3. Identify those opportunities that are appropriate for biennial and long term IT Strategic Planning
3. Workgroup Model is similar to existing VITA Customer Councils; regular meeting times, chartered, staffed, and initiative driven with statements of work and due dates.