

Minutes

Monday, Nov. 5, 2012

Commonwealth Enterprise Solutions Center (CESC)

Multipurpose Rooms 1222-23

11751 Meadowville Lane, Chester VA 23836

Attendance

Members present

John R. Broadway
Belchior Mira
Karen R. Jackson
Secretary James D. Duffey, Chair

CIO Sam Nixon, Vice Chair
Dr. Ernest F. Steidle
Cathy Nott

Members absent

Jennifer Aulgur
Linda D. Foster
Richard D. Holcomb
Jamie Walton

Lt. Col. Robert G. Kemmler
Christopher I. McIntosh
Dendy Young
Jamie Lewis

Others present

Janice Akers, VITA
Dave Burhop, DMV
Marcella Williamson, VITA
Joe Grubbs, VITA

Michael Watson, VITA

Call to Order

Chairman Duffey called the meeting to order at approximately 1:03 p.m.

Mr. Duffey asked Ms. Akers to call the roll. Ms. Akers confirmed there was not a quorum at 1:05 p.m.

Mr. Duffey noted that draft minutes from the August 6, 2012, meeting were posted online and members were provided with a link to the minutes. Mr. Duffey asked members to be prepared to approve them at the next meeting in Feb. 2013.

Mr. Duffey set the meeting schedule for ITAC for the 2013 calendar year. He asked all members to note the meeting dates of Feb. 4, May 6, Aug. 5 and Nov.4. These dates represent the first Mondays in the second month of each quarter.

Mr. Duffey passed along the governor's commendation to all the board members and their represented agencies for the work on Hurricane Sandy preparedness. Mr. Nixon also thanked everyone for admirably representing the commonwealth during that time.

Mr. Duffey said the presentations at today's meeting would give the members an overview of the strategic directions being undertaken in the secretariats concerning IT.

Secretariats' Strategic Plans

Secretary of the Administration

Belchior Mira, CIO of the Department of Human Resource Management, gave an overview of his secretariat and its strategic business priorities for the coming year. Mr. Mira then reviewed a roster of high-level personnel in the Secretariat of Administration. The state agencies in this secretariat manage the state's real estate portfolio, serve as state building officials, administer employee policies and benefits, oversee procurement, and provide laboratory services to state agencies. They also supervise elections, channel state funds to constitutional officers and public broadcast entities, assist disadvantaged businesses and safeguard human rights. The agencies in this secretariat are:

- Department of General Services
- Department of Human Resource Management
- State Board of Elections
- Compensation Board
- Department of Minority Business Enterprise

Mr. Mira outlined some of agencies' strategic plans and objectives/priorities. They are as follows:

- Promote a culture of leadership that cultivates a talented and proficient public workforce for the citizens of Virginia
- Expand opportunities for state employees to develop knowledge and skills to prevent and resolve workplace conflict
- Increase the use of the commonwealth's electronic procurement system
- Increase the proportion of state contracts and contract dollars allocated to certified small, women-owned, minority-owned and service-disabled veteran-owned vendors
- Control the cost of leased office space
- Sell surplus property on the Internet

- Exchange laboratory information in real time
- Lower costs of training and mediation services through technology
- Provide high-level customer service to state and local agencies and employees

Mr. Mira noted that there are many different objectives and strategies within the Secretariat of Administration based on each agency's mission. However, every agency shares the same major goal: "Advancing the Governor's vision of the Commonwealth of Opportunity through efficient and effective management of people's resources."

Mr. Mira shifted to the wide range of priorities that are on the horizon for his secretariat, first being the replacement of the State Human Resource Information System. He noted that DHRM now is partnering with other agencies to cross-integrate HR or administrative systems, and that DHRM has developed and implemented an enabling solution that supplements its legacy central Personnel Management Information System and is web-enabled in support of agencies and their own local HR systems. These updates are done online in real time without the need for manual double entry.

Mr. Mira said that the lack of adequate funding and staffing is a potential impediment and threatens the agencies' services, their ability to initiate much-needed new programs, their ability to compete in the market for talent, and the timely implementation of system changes and updates. Mr. Mira added that the lack of adequate staffing levels poses two threats to the continuity of services. There is little to no cross training to build staff resource back-up, and additionally, there is little or no succession planning to ensure continuity of service at the normal attrition rate of staff. Mr. Mira concluded with the final thought that his secretariat is doing more with less.

Mr. Nixon noted that DHRM has a personnel system that is 30 years old. He asked about the special needs and implications of maintaining such systems. Mr. Mira noted that the system has been around since 1979 and comes with challenges. First, the current administrator is planning on retiring; this is a critical position that will need to be filled. Second, the system in the legacy mainframe is 90 percent comprised of a Department of Social Services (DSS) system in Unisys. DHRM cannot support the costs of the system, and it needs to find a smaller platform. This is an example of needing a business case for a budget to help the agency. Secretary Duffey followed up by inquiring if there was a timeframe for the business case. Mr. Mira responded that the agency currently is looking at how to make the business case a reality. DHRM would like to hire a shadow to learn the administrator role.

Secretary of Health and Human Resources – Aging and Rehabilitative Services

Dr. Ernie Steidle gave a presentation on information technology activity for the Virginia Department for Aging and Rehabilitative Services (DARS). Mr. Steidle stated that the content of his presentation would include discussions of the divisions

of DARS, the Disability Services Agencies (DAS), the technology environment and strategic direction, the status of major technology investments and the future direction of DARS. First, Dr. Steidle summarized the two major areas of his secretariat and the divisions in each.

- The Division of Rehabilitative Services (DRS) helps people with disabilities get ready for, find and keep a job.
- The Virginia Division of Aging, part of the agency since July 2012, works with local Area Agencies on Aging (AAAs) to help older Virginians, their families and loved ones find the services and information they need.
- Community Based Services administers the Brain Injury Program and the Centers for Independent Living, and provides personal assistance services and individualized long-term case management.
- Disability Determination Services (DDS) adjudicates Virginia disability claims for Social Security (SSA) benefits and disability claims for Virginia Medicaid benefits. Virginia DDS also adjudicates out-of-state claims for states with insufficient staff to process their workload.
- The Woodrow Wilson Rehabilitation Center provides comprehensive services to Virginians with disabilities from a 200+ acre campus in Fishersville.

In July 2013, DARS will add the Adult Services Division. It has three programs, all provided through the local departments of social services. The Adult Services Program assists elderly individuals or adults with disabilities to enhance self-sufficiency and improve their quality of life.

- The Department for the Blind and Vision Impaired (DBVI) provides services to people who are blind or visually impaired, regardless of age. Education, vocational rehabilitation, rehabilitation teaching and independent living, low vision, and orientation and mobility services are offered statewide. DBVI runs the Virginia Rehabilitation Center for the Blind and Vision Impaired, The Library and Resource Center, Technology Services, Deaf Blind Services, the Randolph-Sheppard Program and the Virginia Industries for the Blind.
- The Virginia Department for the Deaf and Hard of Hearing (VDDHH) works to reduce the communication barriers between persons who are deaf or hard of hearing and those who are hearing. Services include the Technology Assistance Program (TAP), Virginia Relay, Outreach, Interpreter Services and Interpreter Certification.
- The Virginia Board for People with Disabilities advises on issues related to people with disabilities. They engage in advocacy, capacity building and systems change activities, and award grants to organizations throughout Virginia.

Dr. Steidle then gave an overview of the technology environment at DARS. He noted that in-scope applications are supported by the VITA/Northrop Grumman infrastructure contract and out-of-scope applications are supported internally. Out-of-scope applications are limited to technology services that support consumers, including classrooms, employment resource centers, assistive technology applications and commercial business applications.

The DARS technology investment portfolio lists 68 investments supported by the DARS Information Systems Division. Many of these investments are websites and some have either been retired or replaced. Dr. Steidle notes that DARS is a Microsoft shop, using .NET as its primary development language and SQL as its DBMS. SharePoint services and membership services (new) are integral components of DARS technology infrastructure. Highlights include:

- 33 operational applications
- One system running on an HP 3000 minicomputer, scheduled for retirement in 2013
- Six client server architectures, only two of locally developed
- 13 systems supplied and supported by vendors
- Three systems in production for more than 10 years
- Many applications for non-COV provider partners, forcing secure but public internet access

Mr. Steidle said that the DARS development strategy is an efficient and effective use of the following core principles:

- Secure, cloud-based infrastructure meeting or exceeding VITA SEC 501 operating standards
- Technology that is accessible to people with disabilities
- Continued leveraging of VITA technology and network services
- Use of vendor-supplied applications with extensive maintenance contracts where possible
- Web-based applications and e-forms technology (new)
- Leveraging and promotion of the service oriented architecture (SOA) and data exchange tools being implemented for the SHHR eHHR program and the COV Health Information Exchange
- Promotion of mobile devices with secure access (600+ staff use portable computers, 400+ staff use mobile devices and most of these telecommute at least a day a week)
- Promotion of the DARS mission through a sustained effort to increase technology use by consumers.

Mr. Steidle noted that DARS was an early adopter of environmental control systems, screen reader applications, accessible phone systems, and pads and tablets. DARS recycles, where legal, gently used technology for re-use by consumers and provider organizations. This technology shows great promise in assisting the elderly and people with disabilities.

DARS also was an early adopter of new technologies from VITA and shared services from other agencies. DARS was and is a pilot organization for the virtual private network, email archiving, bring your own device, Intranet access on mobile devices, MyVRS and DHRM's TAL system.

Dr. Steidle said he was excited to share the future direction of DARS. He broke the initiatives into three categories: expansion and security, home and community based services, and SOA. Highlights from each grouping are below.

Expansion and Security

- Content management system to reduce paper and improves records access (It already is used with case management, contracts, sales orders and personnel records. Additional case management use and accounts payable are possible expansion efforts.)
- E-forms, workflow and SOA -- possible expansion efforts
- Document encryption
- Encryption of client information in documents required
- Secure transmission of documents is cultural change (More than 100 non-commonwealth partners and thousands of vendors handle these documents.)
- Microsoft SharePoint services tools that encrypt documents and limit decryption to only those recipients for which documents are intended
- Partner dashboard
- Transparency in performance reporting improves accountability
- The Performance Point tools in MS SharePoint integrate DARS applications with public-facing dashboards that contrast agency objectives with agency performance

Home and Community Based Services

- Aging, Community Based Services and Adult Services Divisions all use case management applications that share many common functions.
- They offer similar services to the same consumer populations.
- All use permutations of the same eligibility determination tool, the UAI.
- They all use information and referral to match consumers to services.
- Many services can be offered by many community agencies to the same consumer.
- All require consent to share information with each other.
- One case management application that can be configured by service and agency decreases redundancy, allows more effective management analysis of data, reduces maintenance and operations efforts and cuts costs.

Service Oriented Architecture

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Dr. Steidle concluded that DARS works with people 16-60 years of age and then 60- plus to employ and provide community services. DARS is mobile and responsive to the public.

Secretary of Public Safety

Lt. Col. Kemmler was unable to attend. Major Tracy S. Russillo presented on his behalf for the secretary of public safety. Major Russillo began her presentation with an overview of the three high-level systems used at Virginia State Police:

LEAMS – Law Enforcement Activity Management System

- Automates activity management of sworn personnel
- Information uploaded to LINX and NDEX

VIMS – Virginia Intelligence Management System

- Aggregates information from multiple sources
- Provides opportunities for data analytics by leveraging various data sources

ALPR – Automated License Plate Reader

- Collects license plate information from mobile and fixed locations
- Stores the information for later use during criminal investigations

Major Russillo then transitioned to a discussion of the Department of Corrections, which uses the VirginiaCORIS system. VirginiaCORIS is a tightly integrated data-driven system for the management of data relating to all offenders supervised by DOC. Major Russillo noted that there are 10,000 plus users of this system. DOC is also in the process of implementing a data warehouse, which will provide users with the ability to conduct analysis in support of the agency's evidence-based practices initiative. There will be about 300 users of the data warehouse after launch. Major Russillo then spoke on the Department of Juvenile Justice's (DJJ) use of "After Hours Video Intake 3 (VIA3)," which processes delinquent intakes in 104 localities during weeknights, weekends and holidays. This technology provides coverage to branch offices and reduces after-hours travel cost and time of probation officers. DJJ also uses a system called Balances Approach Data Gathering Environment (BADGE), which is used to capture data and provide guidance through reporting in order to support the mission and vision for the department. DJJ's BADGE system provides:

- Court petitions/orders and juvenile/domestic court action tracking
- Clerks-of-court access to certain DJJ juvenile information
- Case management of juveniles under supervision
- Compliance to case management standards reports
- Tracking of juvenile admissions to facilities
- Recording/calculation of sentences for juveniles
- Tracking for the REACH behavioral management system
- Calculations for the classification levels of juveniles
- Juvenile record keeping
- Gang management – tracking of gang activity of juveniles under state supervision

Major Russillo then discussed the Department of Forensic Science and its system, known as CODIS. She indicated that new software was being obtained from the FBI and the upgrade will be deployed this year for their combined DNA Index System. Upgrade highlights include:

- Easier DNA searching of unidentified remains and family reference samples at the state and national levels
- A disaster module, allowing for the searching of DNA from victims of a mass disaster to determine identification (e.g., 9/11 World Trade Center victims)

Major Russillo pointed out highlights of other DFS database usage as follows:

National Integrated Ballistics Information Network

- ATF (Bureau of Alcohol, Tobacco, Firearms and Explosives) program started in 1999 and deployed at DFS in 2002
- Automated ballistic imaging technology to compare images of fired cartridge cases from firearms and crime scenes
- Both crime scene evidence and test fires from semiautomatic firearms submitted for search
- Applications: provide investigative leads, link crime scenes, assist development of possible suspects, assist agencies in monitoring gang activity

Automated Fingerprint Identification System (AFIS)

- Operational in Virginia since 1987
- Housed at VSP HQ
- Can be used for Palm Print analysis

Integrated Automated Fingerprint Information System (IAFIS)

- Federal system that has been operational since July 1999
- Fingerprints and corresponding criminal history information entered voluntarily by state, local and federal law enforcement agencies
- Contains more than 55 million subjects in the criminal master file
- No Palm Print 9 analysis capabilities

Major Russillo moved next to DCJS and outlined its divisions as the Programs Division, Law Enforcement Division and Regulatory Affairs Division. She described each division's high-level technology activity.

Programs Division - CASA Manager (Court Appointed Special Advocate)

- Provides more efficient means of managing caseloads for children being abused, neglected, or in need of supervision; in turn helps to provide information for continued program support.

Law Enforcement Division - LMS (Learning Management System) Pilot

- Provides a vehicle for managing training programs and rosters for police
- academies

- Tracks records for determining requirements for renewal of training for
- continued certification
- Provides management tools for enforcement

Regulatory Affairs Division - My License Software (Regulation of Private Security industry)

- Provides management tool for issuance of licenses to private security industry
- Tracks renewal dates for keeping licenses valid and up to date
- Tracks complaints on licensed security officers

The Department of Fire Programs was the last agency that Major Russillo discussed during her presentation. She noted that this department uses two out of scope VITA databases. They are as follows:

- Fire Services Training Records System (FSTRS) – Tracks all VDFP training courses which are provided to fire services throughout the commonwealth
- State Fire Marshal's Office (SFMO) database - Provides greater efficiency by saving travel time associated with report generation.

VITA Initiatives Update

Commonwealth Data Governance (CDG) Progress Report: Enterprise Data Standardization

Dr. Joseph Grubbs, VITA – CDG service lead, gave a progress report on enterprise data standardization. He began his presentation with an overview of the adopted commonwealth standards - a total of 130 to date. Dr. Grubbs then moved on to the CDG current initiatives, which include:

- Item 427, 2012 Appropriation Act – Interim plan for data standardization (November 2012)
- Auditor of Public Accounts (APA) May 2012; Audit – Corrective Action Plan (CAP)
- 2008/2010 Appropriation Acts – Engagement with Commonwealth agencies to develop data standards in the remaining five business areas
- HITSAC Administration – Health IT standards, governance and integration between health and non-health domains
- National Information Exchange Model (NIEM) – Training (Nov. 27-29) and integration planning
- Commonwealth Enterprise Information Architecture (EIA) Strategy – EIA Scorecard and strategic planning process

Dr. Grubbs pointed out that while these standards have been adopted, there are key standards that are under development. Some of those standards are:

- Chart of Accounts Data Standard (Cardinal)
- Order to Payment Data Standard (General Services)

- Procurement Vendor Standard-Updates (General Services)
- Check Writing Data Standard (Treasury)
- Enterprise Data Management (EDM) Person Standard – Mapping to NIEM conformant Information Exchange Package (IEP)
- Commonwealth Employee ID Standard – Mapping to NIEM conformant IEP

Dr. Grubbs then said he wanted to focus time on Item 427 and the interim plan so that the board would be aware of the background and know what to expect in the future. The background of the plan is highlighted below.

- Item 427 of the 2012 Appropriation Act set requirements for data standardization
- Budget language closely aligned with the findings from the APA audit completed in May 2012
- Item 427 requirements went beyond the original statutory requirements to standardize data in the seven core “business of government” domains
- New requirements included standardization of all “citizen-centric” data

The proposed strategy of the plan, as Dr. Grubbs outlined it, is:

- Item 427 C.1 Requirement – Standardization of all “citizen-centric” data – Standards via conformance with the National Information Exchange Model (NIEM) and Scope, schedule and cost estimate
- Item 427 C.2 Element – Standardization of data for projects cited in the Item – CDG compliance role in IT Investment Management and Project Management Division review of IT projects

Finally, Dr. Grubbs explained the final plan to the members. He believes the following needs to occur:

- Completion of the analysis of the scope, cost estimate and schedule for meeting the Item 427 C.1 and C.2 requirements
- Choice of the appropriate governance structure for adopting and ensuring compliance with data standardization
- Identification of alternatives to data standards, including data exchange standards, web services and enterprise data management solutions
- Provision of staffing and budget to achieve Item 427 requirements

Dr. Grubbs wrapped up his presentation by giving board members an overview of upcoming events surrounding this topic.

New Security Standard 501

Commonwealth Chief Information Security Officer Watson gave an update on the Commonwealth Information Security Standard. Mr. Watson first gave an overview of the information security framework and stated that VITA is tasked with security governance over all three branches of state government and manages operational

security for executive branch agencies. Mr. Watson outlined the information security program as follows:

- Two primary documents – Information Security Policy (SEC500) and Information Security Standard (SEC501)
- Policy directives – Must comply with security baseline in SEC501 and Agency head responsible for maintaining security
- Standard requirements – Includes required security controls to protect commonwealth data

Mr. Watson said that there was substantial restricting of the Information Security Standard (SEC501) as it was merged with the federal document. He did note that while it increased efficiency, it introduced a minimal amount of new requirements. He also said that the document now aligns with security controls and best practices in federal information security standards. Mr. Watson then outlined the primary drivers of the restructuring.

- Federal data and federally funded programs typically require compliance with NIST
- The restructuring allows more efficient alignment with other security frameworks – ISO27001/ISO27002, HIPAA, COBIT, etc
- Restructuring enables direct comparison to private industry and other government entities.
- The new document allows better integration with information security tools.
- The standard leverages existing complementary documentation.

Mr. Watson pointed out two noteworthy changes to the document. First, the document adds an ISO certification program, and requires analysis and documentation for resources used in information security. Mr. Watson also stressed there is minimal fiscal impact to agencies.

Mr. Nixon asked Mr. Watson about his thoughts on the security challenges in the agencies, and if the challenges aligned with what COVA security thought they would be. Mr. Watson responded in the affirmative. He said there typically is not a security budget in the agency; it is tacked on to the IT budget. The small agencies don't have the people or resources, so Mr. Watson said he is hoping to help them combat the issue with education. Mr. Nixon then pointed out to the board that VITA, along with Northrop Grumman, is utilizing shared services and pushing security out to 60,000 desktops so that agencies don't have to incur costs. This is adding capabilities and updating the security environment. Ms. Nott asked who would have access to training. Mr. Watson responded that everyone would have access.

Prepare and Publish the Commonwealth of Virginia Strategic Plan for Information Technology for Next Three Biennia

Ms. Scott, manager of VITA IT Investment Management Division Enterprise Solutions and Governance, gave a presentation on the preparation and publishing

schedule for the Commonwealth of Virginia Strategic Plan for IT for the next three biennia. Ms. Scott noted that the CIO has code-mandated responsibility to maintain the Commonwealth IT Strategic Plan. She reviewed the technology business plan initiatives that the board developed last year and then gave a proposed approach. She noted that the proposed schedule runs from November 2012 through April 2013. The approach is as follows:

- Timeframe: Six years (three biennia)
- Use ITAC Technology Business Plan initiatives as starting point
- Identify emerging technologies that support the ITAC initiatives
- Develop IT strategic directions to guide and govern deployment of emerging technologies
- Review with business leadership
- Post on ORCA for comment

Ms. Scott said she planned to conduct small group brain-storming sessions with agency business leaders to promote a response to a draft plan

Ms. Scott wrapped up her presentation by highlighting the emerging trends for the report. Early candidates are:

- Mobile computing
- Security
- Big data
- Bring your own device (BYOD)
- Social networking

New Business

There was no new business.

Public Comment

Mr. Duffey asked for public comment. There was no public comment.

Adjourn

Mr. Duffey adjourned the meeting at approximately 2:50 p.m.