



Virginia Enterprise Applications Program

*Agency
Information
Technology
Representatives*

Peggy Feldmann
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Agenda

- Project Updates
- CAO Initiatives
- Engagement Strategies



VEAP

Virginia Enterprise Applications Program

VEAP Initiatives

- Electronic Intake Forms
 - Eligibility Wizards
 - Case Management
 - Digital Signature
 - Bus-to-Gov
 - Gov-to-Gov
 - Citizen-to-Gov
 - Case Management
 - Using: BOS
 - Planning: TurboVet
 - Data Management
 - Reduced Client Indexes
 - Master Data Management
 - Data Sharing
- Business One Stop
- Pilot July/Aug

Digital / Electronic Signatures

- Digital Signatures

Transaction categories under consideration are:

- Bus-to-Gov
- Gov-to-Gov & Gov-to-Bus/citizens
- Citizen-to-Gov

Mix of solutions and a phased approach for implementation will be required.

Launching a pilot implementation in Aug - 08 using:

- Bus-to-Gov with DMME, VDOT
- Gov-to- Gov with VDOT

Digital / Electronic Signatures

- Solution for Pilot:
 - Certificate Authority (CA) Services provided by Identrust – an ACES (GSA program for digital certificates) certified vendor.
 - Signing Interface provided by Adobe’s desktop standard edition and other similar tools.
- Working on Plans to evaluate Intellisafe’s ‘signature and vault’ solution.

Customer Relationship Management

Working with Agencies to provide CRM tools to reduce transaction time and create efficiency

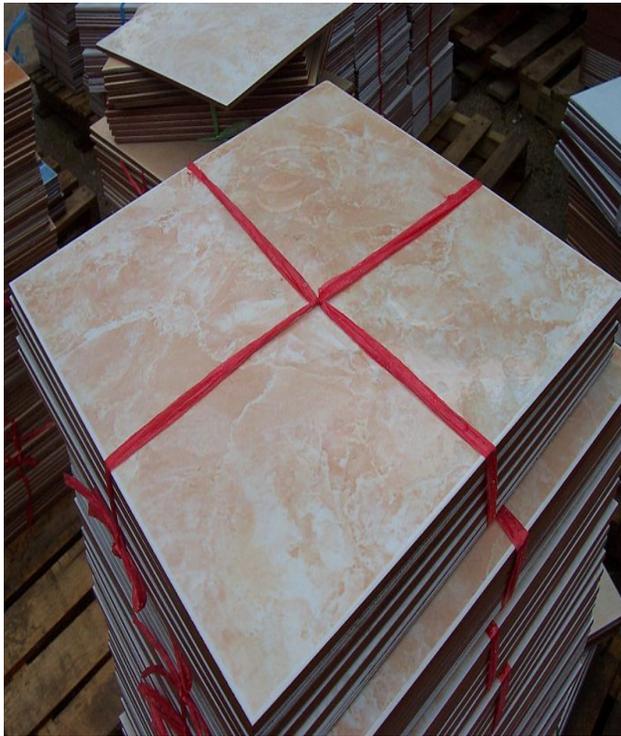
- Electronic Intake Forms and Decision Wizards:
Building reusable IP in partnership with VI. Evaluating ADOBE for various forms related functionality.
- Case Management: SFDC is in pilot, Planning a Pilot with Microsoft Dynamics.
- Business One Stop – PH I (reduce redundant data capture) in pilot.
- Business One Stop – PH II (Integrate DBA, TAX, DGS, DMBE) in planning.

How Does It Fit Together?

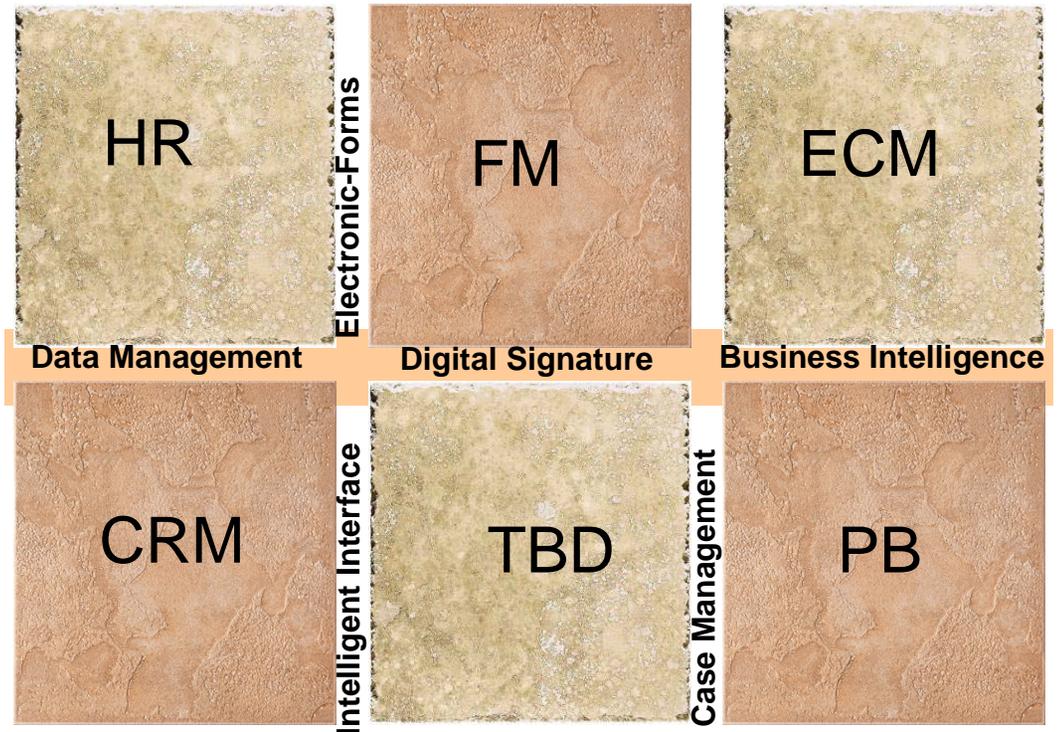
Stand Alone & Basic Service	E-Forms, Intelligent User Interface	Business Intelligence	Digital Signature	Case Management tools	Data Management	Value Added & Integrated
HR	X	X	X	X	X	HR
FM		X	X		X	FM
PB		X	X		X	PB
ECM	X	X	X	X	X	ECM
CRM	X	X	X	X	X	CRM

How Does it Fit Together?

Stand Alone



Value Added and Integrated



- **Financial Management**
 - RFP released
- **Business Intelligence**
 - Successful BI Summit held (Thank you)
 - Vendor
- **HR**
 - DHRM forming a work group in Aug
 - Analysis work this fall
 - HR system cost collection effort as part of Application portfolio work

- BI Summit – Held June 25th
- BI Tool Selection – July
- BI Competency Center (BICC) Planning
 - Strategy Assessment – July 24th
 - Preliminary Planning – August
 - Form Team - September
 - Detailed Planning – October & November
- Pilot BI Implementations

BI Initiative Contacts

Leonard Nottingham – Initiative Manager

804.380.8441

Leonard.Nottingham@veap.virginia.gov

Almeater Alston – Initiative Coordinator

804.786.0511

Almeater.Alston@veap.virginia.gov

BI Website

http://www.veap.virginia.gov/business_intelligence_initiative.shtml

CAO Initiatives

- Data Standards
 - POC is Jan Fatouros
- Strategic Business Application Planning
 - POC is Will Goldschmidt
- Application Portfolio
 - POC is Dan Boersma and Chuck Tyger

Application Portfolio

(Key Highlights)

- **Purpose:** To develop a comprehensive inventory of Commonwealth application investments
- **Value:**
 - Possible identification of common business needs
 - Provide repository of existing solutions available to others
 - One step within the larger Enterprise Architecture initiative
- **Multi-phase approach effort**
 - Phase I: Application inventory
 - Phase II: Larger Enterprise Architecture effort
- **Actions to Date**
 - VEAP and VITA EA identified ~ 32 data elements for each application
 - Piloting data collection in DSS, Tax and DMV
 - Utilizing previously collected application data to assist agencies with data collection efforts
 - Identifying requirements for web-based update application needed to maintain application portfolio
- **Next Steps**
 - Communication
 - Leadership Communiqué in late July
 - Town Hall meeting in August
 - Distribute questionnaires in August
 - Develop browser-based update mechanism for agencies

Application Portfolio

- Four basic categories of information
 - Business
 - line of business, description
 - Information (data assets)
 - database, interface
 - Application
 - Name, acronym, POC
 - Technology (tools)
 - Language, operating system
- During Phase 1 application costing information will be obtained on HR systems only
- Deliverables
 - EA Phase I complete
 - Comprehensive repository of Commonwealth Applications
 - Web-based application to maintain application portfolio

Application Portfolio *(Next Steps)*

- Communication, Communication, Communication
 - Leadership Communiqué in late July
 - Town Hall meeting in August
 - Distribute questionnaires in August
- Develop a browser-based update mechanism for Agencies
- Establish VITA EA's System Architect program as the authoritative source for all Application Information
- Develop Interfaces with ProSight, System Architect, agency update tool and VITA/NG configuration management system
- Goal: Application portfolio management becomes continuous instead of a bi / tri-annual event

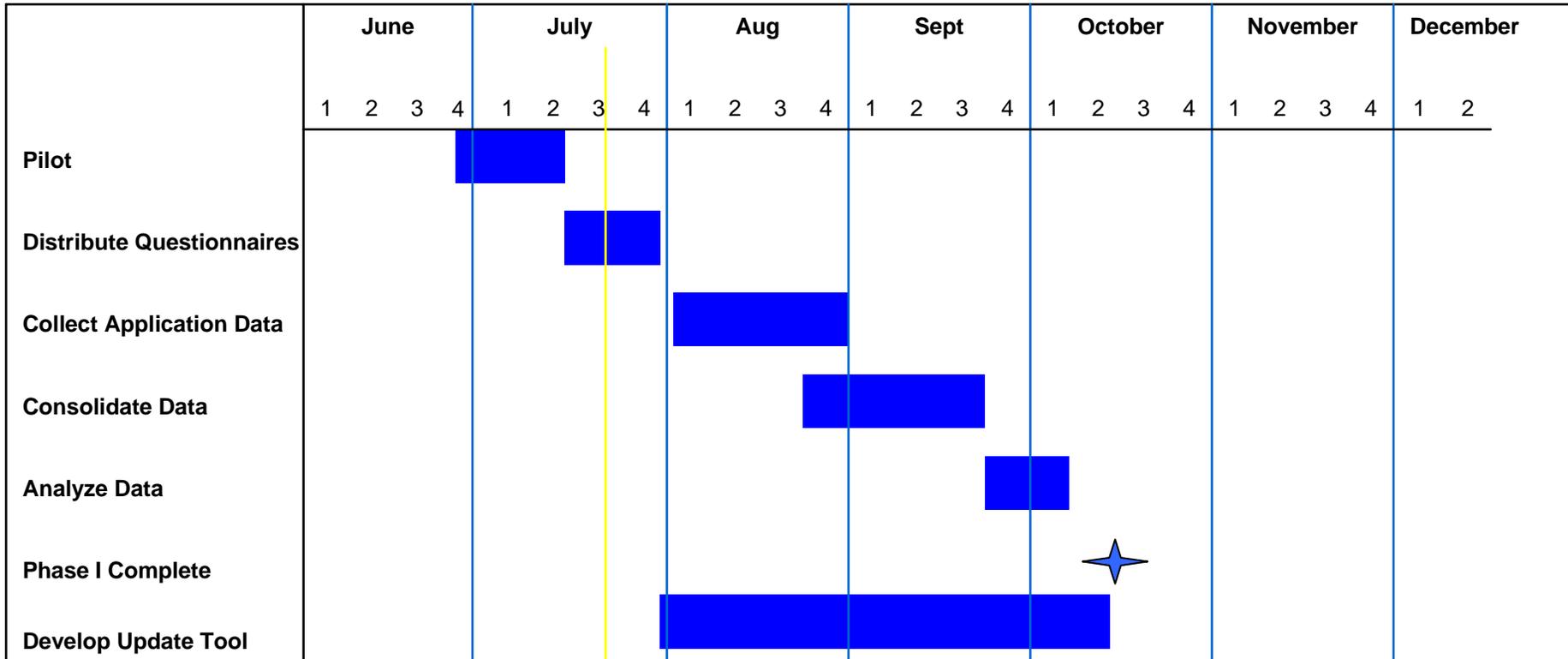
Application Portfolio

(Example)

Microsoft Excel - EA Inventory Phase 1 - DSS.xls										
X37 Public Affairs										
Commonwealth Enterprise Architecture Data Collection Template										
General Application Information						COTS/GOTS/SaaS Information				
Agency Name?	765 - Department of Social Services									
Application Name	Application Acronym	Application Description/Purpose	Primary Business Application Domain?	Year Placed in Service	Year Last Major Upgrade/Update:	COTS/GOTS/SaaS/ Custom Code?	COTS/GOTS/SaaS Customization level?	COTS/GOTS/SaaS Product Name		
37	public website	Public Website	Public Website is used for informing the public about our programs and services and it is also used as a portal to our public facing web applications. It has the following applications: DCSE Case Payment; DCSE Case Information; DCSE Payment calculator system, job listing, survey, BREAD (CRUD), Licensed facilities, File listing, File Upload, Link Redirects.	Agency Core Business Activity	1998		Custom Code	Not Applicable	Not Applicable	Jav
38	Spark	Spark	SPARK is an intranet site used for internal communications, training and acts as a portal to internal web applications. It consists of the following applications: Staff Directory; LDAP Update; DCSE Case info; BREAD (CRUD); Survey; File Listing; File Upload; Form Warehouse; Reports Listing; EBT Reports; Food Stamp Corrective Action Plan; Calendar; Broadcast	Agency Core Business Activity	1998	2007	Custom Code	Not Applicable	Not Applicable	Jav
39	Automated Appeals Tracking System	AATS	This is a Unisys mainframe system written in MAPPER. It is for citizens of Virginia who disagree with the disposition of their applications for benefits (and appeal that decision).	Agency Core Business Activity	1990		Custom Code	Not Applicable	Not Applicable	MA
40	Budget Request System	BRS	The Budget Request System is an Oracle database system that allows staff in the Local Social Services Offices to request changes to their local budget in an on-line, real-time environment. Program Managers in the Home Office approve or reject these changes.	Financial Management	2003		Custom Code	Not Applicable	Not Applicable	SQ
	Contacts	Contacts	A web server application used for storing local agency program contact				Custom Code	Not Applicable	Not Applicable	

Application Portfolio

(Phase I Summary Schedule)



Agency Engagement

- We understand IT cannot be the torch bearer
- Seeking input on engagement strategies with your agencies, specifically the business owners



VEAP

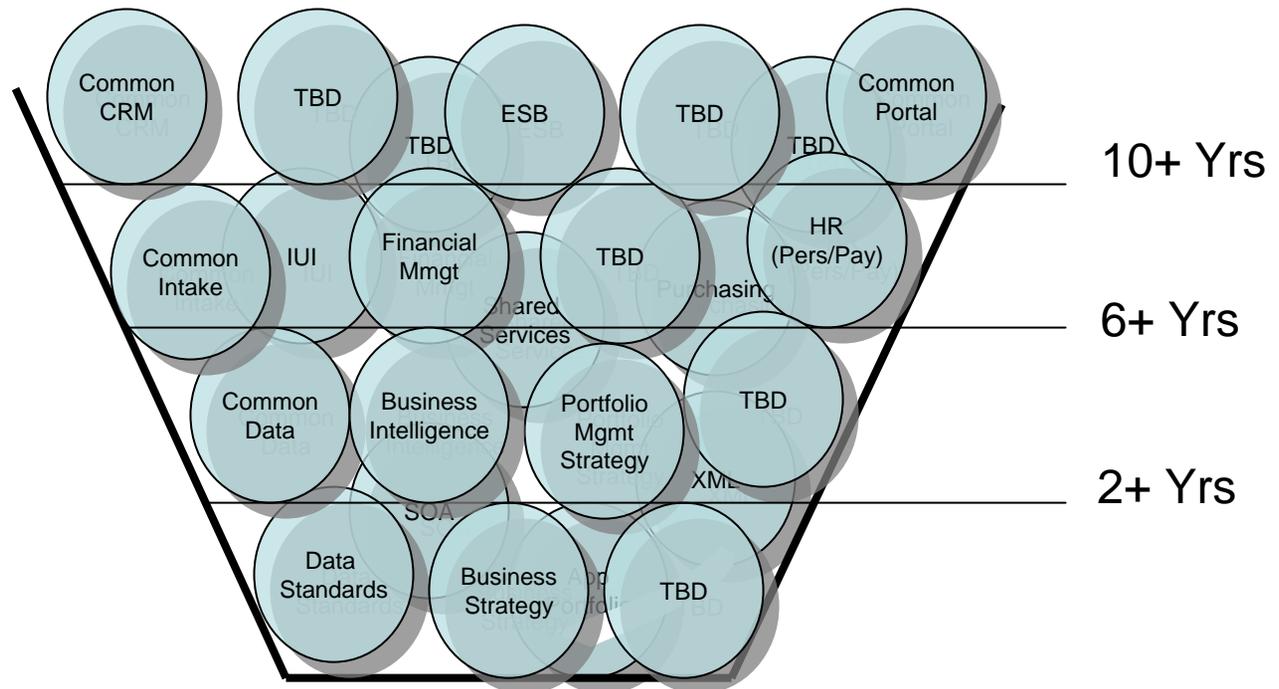
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Questions & Comments



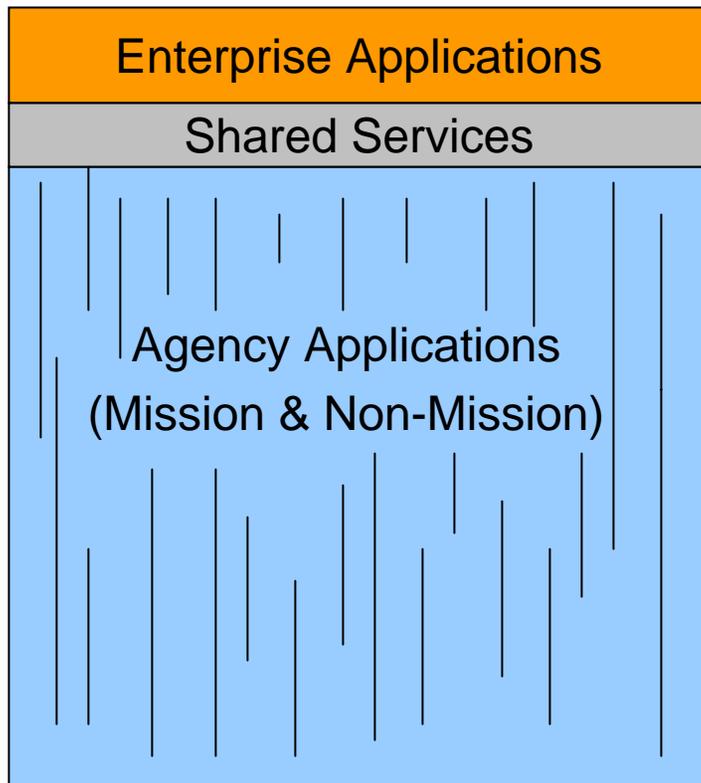
How It All Fits (Example)

- Customer Relationship Management
 - Data Standards -> Common Data -> Common Intake -> Common Customer Relationship Management



Strategic Business Applications Planning

“As-Is”



“To-Be”

