

# Report Title: IT Strategic Plan Summary

Agency: 154 Department of Motor Vehicles

Date: 2/16/2017

## Current Operational IT Investments

*In this section, describe the high-level strategy the agency will use to manage existing operational IT investments over the next year to 5 years. This section should align with identified Business Requirements for Existing Technology (BReTs). At minimum, please address the following questions in your description of your agency's strategy for managing existing operational IT investments:*

*Are there existing IT investments that will require additional funding over the next year to 5 years, such as license renewals, re-competition of current IT contracts, or system enhancements required by the Agency Strategic Plan?*

*If there are systems that will no longer support the agency's business needs, either through poor performance or excessive cost, how does IT leadership in the agency plan to address the issues?*

*If the agency does not have the staff or funding to meet increasing demand for IT services, how will IT leadership fulfill the requests?*

DMV provides a multitude of services to private citizens, transportation entities, other state agencies, courts, law enforcement agencies, insurance companies, and related transportation clients. The most commonly provided DMV services include vehicle registration and titling, driver testing and licensing, commercial motor carriers credentialing, and oversight of related transportation safety and information management programs. Due to the nature of DMV business processes, the type of work performed by the agency requires substantial use of information technology (IT) products, services, solutions, and automated systems. It is imperative that the agency operates its programs and facilities in an efficient, economical, and secure manner, incorporating into its operation those technological developments and improvements that will enhance the delivery of services to DMV's transportation clients.

The Virginia DMV has a robust in-house custom application development capability with highly skilled IT technical staff to support its business needs. DMV, along with the Virginia Information Technologies Agency (VITA) and other vendor partners, maintains several large-scale systems and a variety of technology solutions and services that are collectively used to deliver its services. Many of the various systems and technology solutions are constructed in such a manner that multiple software components operating on different hardware platforms are required to complete a given business transaction. In addition, DMV contracts for goods and services with vendor partners who supply information technology products, services, and solutions to deliver services to our customers.

Over the past several years, DMV has focused on the innovative use of technology to provide faster, more convenient service to its clients as well as to reduce operational costs. All IT investments at DMV require Executive level approval prior to execution to ensure that each investment aligns with and contributes to the achievement of agency mission, goals and objectives.

## Factors Impacting the Current IT

*In this section, the agency will describe the changes in their business environment that will require or mandate changes to the agency's current IT investments. These are requirements and mandates from external sources, such as other agencies or business partners, the agency's customer base, product and service providers, or new federal or state legislation or regulations. The agency must identify the business value of the change, any important deadlines that must be met, and the consequences if the deadlines are not met. In your discussion, be sure to note whether the proposed enhancements are funded or not. If the agency's existing current IT investments will not need enhancement due to requirements or mandates from external sources in the foreseeable future, the agency should enter the following text rather than leave the Factors Impacting the Current IT section blank*

*For each mandated change, summarize your agency's response from your Agency Strategic Plan,*

**and is it the opinion of agency IT leadership that the IT portion of the response is adequately funded?**

**Do the mandated changes effect IT in other Commonwealth agencies, or in other states? If so, how?**

Factors impacting information technology at DMV include:

- Ongoing need for new technology to meet constituent demand and DMV business requirements
  - Dependency on the Information Technology Partnership (ITP) and the upcoming Multiservice Integration (MSI) supplier model for agency success. The MSI model will touch virtually every aspect of DMV IT (messaging, mainframe, server and storage, network, security, applications, disaster recovery, and business continuity).
  - Aging IT workforce
  - Increased governmental compliance requirements
  - Customer expectations for fast and efficient DMV services
  - Aging systems and infrastructure supporting DMVs core business functions and services
- Identity and security issues that affect DMVs ability to maintain the integrity and security of its business processes

### **Proposed IT Solutions**

***In this section, describe the high-level strategy the agency will use to initiate new IT investments over the next year to 5 years in support of the agency strategic objectives documented in your Agency Strategic Plan. The agency does not need to consider specific technologies at this time, however, the strategy should identify how the IT implementation will provide business value to the organization. This section should align with identified Business Requirements for New Technology (BRnTs). At minimum, please address the following questions in your description of your agency's strategy for initiating new IT investments:***

***What are the most important solutions, based on the priority assigned to the requirements by the business sponsors in your agency, and what is the approach to achieving these priority solutions?***

***If any new IT initiatives will be started in the upcoming budget biennium, is it the opinion of agency IT leadership that it is adequately funded?***

***Does the agency's current IT staff have the appropriate skill set needed to support future agency technologies? If not, what skill sets need to be acquired?***

***If the agency will be engaged in multiple new IT initiatives, how will agency IT staff and agency subject matter experts be used across the initiatives?***

In order to perform its core business functions and provide services effectively and efficiently, DMV must continue to focus on the use of innovative technology solutions and services to strengthen DMVs system infrastructure and service delivery processes. Strategic utilization of technology also enables DMV to accomplish its overall mission, goals, and objectives in order to support its core business processes and customers.

DMV has developed a variety of Business Requirements for Technology (BRTs) that illustrates the strong need for utilizing technology. Examples of these technology initiatives that DMV plans to undertake during the biennium include, but are not limited to:

1. Information Technology Modernization: These initiatives will transform current agency systems that support critical agency operations, some of which are more than 20 years old. DMV is focusing on delivering robust, cost effective solutions that provide more efficient business processes and improved service to our customers. Examples include:

Customer Queue Management:

This initiative will replace the current customer queue management system with a comprehensive vendor provided solution that incorporates advancements in technology related to managing customer flow within DMVs service locations.

Motor Carrier IFTA, IRP, and CView Solution:

This project will replace the existing motor carrier system with a comprehensive vendor provided solution

that will allow for the processing of commercial vehicle apportioned registration under the International Registration Plan (IRP), and reporting functionality for motor carriers under the International Fuel Tax Agreement (IFTA), as well as IRP/IFTA related audit functions. In addition, this solution will include a comprehensive Federal Motor Carrier Safety Administration (FMCSA) Commercial Vehicle Information Systems and Networks (CVISN) compliant Commercial Vehicle Information Exchange Window (CVIEW) system for exchange of data within the state, and connection to SAFER for exchange of interstate data through snapshots.

#### Motor Carrier Fuels Tax Solution:

This initiative will replace the existing Fuels Tax system with a comprehensive solution that will enable processing of fuels tax licensing and reporting functionality for motor carriers pursuant to the Virginia Fuels Tax Act (Va Code Title 58.1, Chapter 22) and the motor vehicle fuels sales tax administered pursuant to Va Code Title 58.1, Chapter 22.1.

#### Drivers License Central Issuance:

This initiative will replace the current drivers license central issuance system with a comprehensive vendor provided solution that incorporates advancements in technology related to processing, manufacturing, and mailing secure identification cards and drivers license credentials from a central location.

#### Identity and Access Management:

This initiative will replace the existing DMV PIN access system with a comprehensive solution that will first make our customer account PIN compliant and then integrate Oracle Identity and Access Management into our authentication process for new customers create new accounts.

#### Remittance Processing System (RPS):

This initiative will replace the existing remittance processing system with a comprehensive solution that will enable the collection of payments and processing of transactions received through the mail, such as vehicle registration renewals.

#### Accounts Receivable Billing Solution:

This initiative will replace the existing accounts receivable billing system with a comprehensive Oracle solution that will enable billing processes to support the agency's accounts receivable functions.

#### DMV Human Resource System:

This initiative will replace the existing DMV Human Resource (HROS) system with a comprehensive Oracle solution that will support the agency's human resource functions.

#### Business Logic Transformation/Database Conversion:

This initiative will focus on migrating all existing legacy mainframe systems from the NATURAL/ADABAS environment to the .Net/Oracle framework. Following migration, refactoring of the transactions may occur as necessary. This will eliminate DMV's dependence on legacy infrastructure. The project will be vendor-supported and is expected to take approximately 2 years from the start. This effort will not begin until after VITAs IT sourcing to a new mainframe provider is completed.

2. Government Reform: DMV continuously looks for opportunities to work with other Commonwealth agencies to streamline operations and offer more services to Virginia citizens. Examples include hunting and fishing license, accepting boat registrations, birth certificate verification for certificate issuance, and Real-ID.

DMV is also working with the Office of the Executive Secretary of the Supreme Court to allow citizens owing court fines and fees to pay those debts at the DMV counter.

Coordination between DMV and the Department of Conservation and Recreation will allow citizens to purchase state park passes at DMV counters.

DMV is also exploring the possibility of placing drivers license credentials on smart devices.

DMV also continuously looks for opportunities to improve its internal business processes and customer service offerings. For example, self-service transactions that can be started at home are being explored and designed so they can be integrated with the new agency customer flow management solution. Also,

solutions that will provide authentication services from DMV to other agencies will continue to be explored and pursued.

3. Agency PCI Compliance: The credit card industry has security requirements that continue to evolve. DMV will be implementing the Chip & Pin technology upgrades once the Commonwealth's credit card service provider (Elavon) gives the approval. DMV will also be responding to future updates in compliance requirements which could have a major impact on DMV business systems.

4. Multiservice Integration (MSI) Supplier Model Transition:

- Planning for IT Infrastructure Transition: DMV plans to work with VITA and the new MSI and Server Storage vendors on the transition to the new infrastructure.
- Security Compliance: DMV plans to work with the new Managed Security Integrator and the MSI to ensure Commonwealth Compliance.
- Cloud Hosting Vision: DMV will transition to new Cloud Hosting options where appropriate when the new services offerings are available
- Cloud Applications – Increase in Internet Utilization: DMV will explore and possibly transition to the new cloud applications offerings where appropriate once the MSI and managed security towers are in place

Current IT initiatives underway are adequately funded. In addition, DMV anticipates that any new IT initiatives started in the upcoming budget biennium will also be adequately funded.

# Report Title: Strategic Plan

Agency: Department of Motor Vehicles

Date: 2/16/2017

## Current IT Services

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Projected Service Fees	\$0	\$22,378,934	\$0	\$22,775,724
VITA Infrastructure Changes	\$0	\$0	\$0	\$0
Estimated VITA Infrastructure	\$0	\$22,378,934	\$0	\$22,775,724
Specialized Infrastructure	\$0	\$315,770	\$0	\$315,770
Agency IT Staff	\$0	\$15,707,916	\$0	\$15,707,916
Non-agency IT Staff	\$0	\$1,248,358	\$0	\$863,400
Cloud Computing Service	\$0	\$0	\$0	\$0
Other Application Costs	\$0	\$5,898,291	\$0	\$5,898,291
<b>Total</b>	<b>\$0</b>	<b>\$45,549,269</b>	<b>\$0</b>	<b>\$45,561,101</b>

## Proposed IT Investments

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Major IT Projects	\$0	\$0	\$0	\$0
Non-Major IT Projects	\$0	\$0	\$0	\$0
Agency-Level IT Projects	\$0	\$0	\$0	\$0
Major Stand Alone IT Procurements	\$0	\$0	\$0	\$0
Non-Major Stand Alone IT Procurements	\$0	\$0	\$0	\$0
Agency-Level Stand Alone IT Procurements	\$0	\$0	\$0	\$0
Procurement Adjustment for Staffing	\$0	\$0	\$0	\$0
<b>Total</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## Projected Total IT Budget

Category	Costs Year 1		Costs Year 2		Total Costs
	GF	NGF	GF	NGF	
Current IT Services	\$0	\$45,549,269	\$0	\$45,561,101	\$91,110,371
Proposed IT Investments	\$0	\$0	\$0	\$0	\$0
<b>Total</b>	<b>\$0</b>	<b>\$45,549,269</b>	<b>\$0</b>	<b>\$45,561,101</b>	<b>\$91,110,371</b>

**Report Title: Business Requirements For Technology**

Agency: Department of Motor Vehicles (DMV)

Date: 2/16/2017

**BReT 2014: CAS O&M FY2015****BRT Type:** Business Requirement for Existing Technology**Date Submitted:** 9/8/2014**Mandate:** No**Mission Critical:** No**Description:**

To support the CAS Operations and Maintenance Team (O&M) to handle the day to day operations of the enterprise service offering at VITA.

**BReT 2014: CAS Staff Augmentation - CAS Contractor Staff****BRT Type:** Business Requirement for Existing Technology**Date Submitted:** 9/23/2014**Mandate:** No**Mission Critical:** No**Description:**

Staff augmentation required to support CAS.

**BReT 2014: DMV Customer Flow Management System Replacement****BRT Type:** Business Requirement for Existing Technology**Date Submitted:** 8/27/2014**Mandate:** No**Mission Critical:** No**Description:**

The current DMV customer flow management system contract will expire June 2015. Although DMV has some renewal options available, a new RFP must be issued to secure a vendor for providing these services.

**BReT 2014: Expand Automated Workflow Solution (OnBase)****BRT Type:** Business Requirement for Existing Technology**Date Submitted:** 9/18/2014**Mandate:** No**Mission Critical:** No**Description:**

Expand automated workflow solution (OnBase) to additional DMV work areas to provide a workflow to assist with distribution and tracking of incoming documents for electronic processing, bringing automation and efficiencies to existing manual tasks.

<b>BRet 2014: Ongoing Application Management, Maintenance, and Support</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	9/9/2014
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
DMV utilizes a wide variety of IT applications and solutions to support its core business operations on a daily basis. To meet changing business needs and demands, DMV requires ongoing management, maintenance, and support of these IT applications and solutions. This includes periodic enhancements, changes, problem fixes, contract/service renewals, software maintenance and licensing renewals, additional software licensing, etc. for existing IT applications and solutions.	
<b>BReT 2014: Ongoing Infrastructure Management, Maintenance, and Support</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	9/9/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
DMV utilizes a wide variety of IT infrastructure solutions and services to support its core business applications and operations on a daily basis. To meet changing business needs and demands, DMV requires ongoing management, maintenance, and support of these IT infrastructure solutions and services. This includes periodic enhancements, changes, problem fixes, contract/service renewals, software maintenance and licensing renewals, additional software licensing, etc. for existing IT infrastructure solutions and services.	
<b>BReT 2014: Ongoing IT Staff Augmentation - IT Contractor Staff</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	8/22/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
DMV periodically requires IT staff augmentation - IT contractor staff for ongoing support and maintenance of existing DMV IT systems and solutions.	
<b>BReT 2014: Billing System Replacement</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	9/24/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
Research and develop requirements for a Billing System replacement. Currently the system is old and written	

in NATURAL in 1985. Phase I document of current billing system with CaseComplete. Phase I completed.

Phase II - began May/June 2014 with Data Clean-up / Meetings.

Desired Outcome Complete research to determine a new Billing system replacement using more current technology.

#### **BReT 2014: Centralized Issuance of For-Hire Registrations**

**BRT Type:** Business Requirement for Existing Technology

**Date Submitted:** 9/25/2014

**Mandate:** No

**Mission Critical:** No

#### **Description:**

For Hire, CLP project - Currently there is no mechanism available to associate a vehicle operated for-hire under a lease arrangement with the certificate, license or permit (CLP) under which it is operated. As such there is no way to take action against a particular vehicle when the authority under which it is operated goes into a bad status. Additionally, the absence of this information often results in permitting registration transactions to process for customers who do not have the proper CLP credentials; this is a practice that MCS would like to stop as such an operation is not permitted by law.

Currently there is no mechanism available to capture information about the type of exempt operation a for-hire vehicle is engaged in. Without this information the agency is unable to adequately respond to complaints filed against customers who may or may not be operating with credentials required by law. Additionally, law enforcement does not have information available to them to assist in their enforcement efforts as relates to exempt operations. As DMV will assume responsibility for the lead role for enforcement of operating authority requirements beginning July 1, 2012 this information will become critical to enforcement as they work to address concerns about illegal operators.

A project is currently underway that will result in centralized processing of the initial issuance of for-hire registration to passenger carriers where a lease arrangement exists or the vehicle is engaged in an exempt operation. As part of this effort the agency will be cleaning up the records of vehicles currently marked as exempt or leased and will be holding customers accountable for providing information to verify their operation and qualification for for-hire plates. As part of this clean-up effort and as part of the centralized processing of new for-hire registrations it is important that information associated with the lease or exempt operation is captured for the relevant vehicles. At a later date additional changes are anticipated to be made to link registration processing to this data and to suspend the registration of vehicles associated with an authority that is suspended, revoked or otherwise inactivated. These changes are critical to fully closing the loopholes that exist with customers obtaining or retaining for-hire plates that they are not qualified to hold. Until the further automation can be put in place manual efforts will be used in an effort to address compliance concerns.

#### **BReT 2014: Document Retention/Purge Policy and Data Retention**

**BRT Type:** Business Requirement for Existing Technology

**Date Submitted:** 9/24/2014

**Mandate:** Yes

**Mission Critical:** No

#### **Description:**

Document retention/purge policy and Data Retention - Gathering Info & developing retention periods for all areas of the agency. Part II - Data Retention Conduct a thorough analysis of DMV data retention policies and practices. Review statutory and Library of Virginia retention requirements and identify opportunities to minimize unnecessary electronic storage of DMV data. Recommend alternative data storage strategies and document the risks and cost savings.

**BReT 2014: Driver License Issue Re-write**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	9/23/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No

**Description:**

Current Driver License requirements for DL and CDL have increase and become much more complicated over the last 20 years. Our application programs have also expanded with these new rules and requirements and to the point that they are cumbersome and difficult to make changes to. We have had difficulty the last couple of years making our changes for Federally mandated CDL changes in the time that we have had. The changes have resulted in some unintended consequences and have required much after implementation fixing.

This will also be a huge benefit as we move our programs and data from the mainframe to a Windows based server environment.

Desired Outcome Re-write and re-organize the Driver License issue programs. Make the process more table driven so that users have more flexibility to make changes themselves. Centralize processing functions, such as license exams, in dedicated program areas rather than spread throughout the process. Change the way that the license issue screen is populated at the beginning of a transaction until the CSR has a chance to enter the type of license the customer is applying for, to minimize the amount of data that the CSR has to blank out and type over. These changes will:

- make possible much faster programming changes.
- allow many changes to be made by changing a table.
- simplify and speed up the issue process in the CSC's for the CSR and the customer.
- minimize post implementation problems caused by programming logically related programming decisions being dispersed through multiple programs.
- Increase efficiency of programs before migrating to a Windows/server environment.

**BReT 2014: Driver Renewal 90-day Notice to Customers**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	9/25/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No

**Description:**

NDR - 90 day Notice to Customers - Applicants for renewal driver's licenses often find out they have an out of state suspension just before their Virginia license expires. Since they have to have all out of state issues resolved before they can renew they find themselves in a position where they must go a period of time unlicensed while they work to resolve the out of state issue. If DMV had notified them prior to their visit to DMV to apply for a renewal, they would normally have time to resolve the issue before their license expires. Desired outcome - DMV will run CDLIS and NDR checks as normal for renewing customers (90 day checks). The system will match "not eligible" responses to the appropriate customer record - those "not eligible" responses that cannot be accurately matched to a customer record will be written to an error report for the Driver Support work center to manually match to customer records. The system will obtain the detailed information to include convictions and withdrawals etc. for the customers who have a "not eligible" hit on their record. The system will filter these convictions and withdrawals based on criteria provided by Driver Services. This filtering will sort out convictions and withdrawals that are either too old, something that Virginia would not act on, or convictions that should not be housed in the NDR. Once the only remaining convictions and withdrawals are for items that we would take action on, driver's with "not eligible" hits will be sent an in-person renewal notice AND a notice informing them that they are not eligible to renew their Virginia license until they resolve the outstanding issue(s) in another State. The letter will include the other state and the other state's

contact information. Either multiple states will be included in one notice or, multiple notices could be sent to the driver if the driver has issues in more than one state.

### BReT 2014: Incident Based Reporting - Phase 2

**BRT Type:** Business Requirement for Existing Technology

**Date Submitted:** 9/25/2014

**Mandate:** No

**Mission Critical:** No

**Description:**

IBR Incident Based Reporting for LES addressed the "Bare-Bones" requirements approved within the Project Charter. Those items not addressed by the IBR project were documented as "Out-of-Scope" and to be addressed with a follow-on project.

DMV Law Enforcement now requests enhancement of the existing Incident Based Reporting system by interfacing with two legacy systems (ON-Base and WebPiX) for retrieval and storage of investigation related documents and images that are critical to our mission success.

Desired Outcome The requested imaging capabilities will provide the ability to attach and archive multiple format files to/from investigations and work tasks (incidents) and retrieve and present customer images on prosecution reports.

### BReT 2014: Insurance Verification Enhancements

**BRT Type:** Business Requirement for Existing Technology

**Date Submitted:** 9/24/2014

**Mandate:** No

**Mission Critical:** No

**Description:**

Insurance Verification Enhancement Project - In 2012, a study of the insurance verification process was conducted and 18 program enhancements were recommended and approved for implementation. Insurance Verification (Internal Assessment): At study to examine internal DMV processes to decrease the percentage of uninsured Virginia motorists

### BReT 2014: IRIS Van Replacement

**BRT Type:** Business Requirement for Existing Technology

**Date Submitted:** 9/24/2014

**Mandate:** No

**Mission Critical:** No

**Description:**

Procure a replacement Smart Roadside Automated Electronic Screening System Sprinter Van with an Infra Red Inspection System, a DOT reader, and a license plate reader. This IRIS van will replace the existing van for the northern motor carrier region.

<b>BReT 2014: Non-Electronic Circuit Courts</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	9/25/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
<p>There are currently 3 Circuit Courts that do not have the capability to transmit convictions to DMV electronically. These courts send paper documents to the conviction and suspension processing work center to process manually. Desired outcome - Create an electronic mechanism to allow the 3 manual courts to transmit convictions electronically. This process should also allow DMV to send convictions back to the courts if the information is not received in the correct format. Additionally, a realignment of the conviction code table is needed to provide for the use of generic conviction codes. New fields will need to be added to differentiate between misdemeanor/felony, owner/operator, and offense number.</p>	
<b>BReT 2014: Online Registration Card Print</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
<p>Customers may request a vehicle reg card at no charge via DMVnow; however, the card is printed at HQ and mailed at a cost to the agency. Desired outcome - Allow PIN-validated customers to receive the reg card via DMVnow versus overnight batch. Increase customer satisfaction, reduce print and mail cost.</p>	
<b>BReT 2014: Responsive Web Development Initiative</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	9/24/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
<p>Responsive Web Development (Hardware Independence) Initiative - This is a strategic enterprise initiative for migrating both agency application development and procurement practices away from solutions tied to specific and costly hardware implementations through the use of responsive web development practices. This saves the agency money particularly by countering third party vendor solutions that are tied to their specific hardware configuration to ensure greatly flexibility and long term support.</p>	
<b>BReT 2015: CAS O&amp;M Team Coverage 12/01/15 - 11/30/16</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	10/9/2015
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	

To support the CAS Operations and Maintenance Team (O&M) to handle the day to day operations of the enterprise service offering.

#### **BReT 2015: Carson Weigh In Motion System Upgrade**

**BRT Type:** Business Requirement for Existing Technology

**Date Submitted:** 2/10/2015

**Mandate:** No

**Mission Critical:** Yes

**Description:**

Upgrade weigh in motion systems currently installed at the Northbound and Southbound Carson scale location per attached statement of work.

#### **BReT 2015: Disabled Parking Placard Rebid**

**BRT Type:** Business Requirement for Existing Technology

**Date Submitted:** 2/3/2015

**Mandate:** No

**Mission Critical:** No

**Description:**

The current disabled parking placard contract expires August 31, 2015.

DMV plans to conduct a competitive procurement (RFP) process to establish a new contract to fully implement a replacement disabled placard program that meets our requirements and budget prior to the current contract running out.

#### **BReT 2015: Suffolk Weigh In Motion System Upgrade**

**BRT Type:** Business Requirement for Existing Technology

**Date Submitted:** 10/1/2015

**Mandate:** No

**Mission Critical:** Yes

**Description:**

Upgrade weigh in motion systems currently installed at the Eastbound and Westbound Suffolk scale location.

#### **BReT 2015: Xerox Managed Print Services Procurement**

**BRT Type:** Business Requirement for Existing Technology

**Date Submitted:** 4/6/2015

**Mandate:** No

**Mission Critical:** No

**Description:**

DMV requests authorization to pursue Managed Print Services (MPS) with Xerox for a 60 month period at the

DMV Headquarters location.

DMV expects the Xerox MPS solution will result in greater efficiencies, a reduced foot print, modernized platform; improved services, consumables control, and cost reduction on the printer inventory and operations at DMV headquarters in Richmond.

### **BReT 2016: DMV IT Sourcing - Multiservice Integration (MSI) Supplier Model Transition**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	8/23/2016
<b>Mandate:</b>	No
<b>Mission Critical:</b>	

#### **Description:**

The Commonwealth is transitioning to a multi-supplier model for IT Infrastructure. This BRT outlines the infrastructure that DMV will need to plan and test in support of the transition.

##### 1. Messaging BReT:

VITA is initiating disentanglement from NG messaging services in 2016. Messaging Services for email, enterprise collaboration services, and mobile device management are required for approximately 2551 messaging and 691 mobile device users in our agency. We also have 5 applications that have hooks into messaging services which will need to be tested. Workplace Collaboration Services (VITA provided SharePoint) - DMV uses WCS SharePoint. We have 1 application serviced via AirWatch which will need remediation.

##### 2. IBM Mainframe BReT:

VITA is initiating disentanglement from NG IBM Mainframe services in 2016. DMV has less than 10 applications on the IBM which will need to be migrated and tested during this transition. While all mainframe applications will require testing DMV has one large application, CSS, and will require extensive testing because it has over 400 modules.

##### 3. Server/Storage (including housing of equipment) BReT:

VITA is initiating disentanglement from NG servers and storage. DMV has 142 physical and 231 VM (Tier 1 @ CESC 2568G, Tier 2 @ CESC 32969G, Tier 3 Non CESC 24097G) servers which will need to be migrated and tested during this transition. Approximately 75 will be affected by this move and will need to be tested.

##### 4. Managed Security BReT:

Agencies IT environment will need to be up to date in order to smoothly transition to the new service providers. Applications and other agency dependencies need to be addressed.

##### 5. Authentication/Directory Services BReT:

DMV has less than 10 applications which will need to be migrated and tested during the authentication/directory services transition. Number of users (internal and external) are 1,800 internal and 0 external.

##### 6. End User Computing BReT :

DMV has 2,178 desktops and 729 laptops and 472 network printers which will need to be migrated.

##### 7. Data Networks BReT:

DMV has 0 networks that are not mpls which will need to be migrated.

##### 8. Voice Networks BReT:

DMV has 0 UCaaS phone lines and 0 NG supported non-UCaaS phone lines which will need to be migrated.

##### 9. Cloud Computing BReT:

DMV is investigating moving 10 applications to a Cloud services vendor. The business reason for the move is to reduce costs, increase efficiencies, and reduce IT agency footprint. Applications are not cloud ready. DMV will need to bring in outside consulting to assess what needs to be done to the applications and supporting

infrastructure in order to become cloud ready.

10. Internet Usage BReT:

DMV projects that internet usage will increase by 10% due to moving to utilization of cloud services, new customer offerings, increased online training, and additional customers renewing drivers licenses due to the cliff. Some examples of why internet usage might increase are as follows: an increase use of video streaming, an increase in user access to the internet, etc.

**BReT 2016: Accounts Receivable Billing Solution**

**BRT Type:** Business Requirement for Existing Technology

**Date Submitted:** 8/23/2016

**Mandate:** No

**Mission Critical:**

**Description:**

This initiative will replace the existing accounts receivable billing system with a comprehensive Oracle solution that will enable billing processes to support the agency's accounts receivable functions.

**BReT 2016: Business Logic Transformation/Database Conversion**

**BRT Type:** Business Requirement for Existing Technology

**Date Submitted:** 8/23/2016

**Mandate:** No

**Mission Critical:**

**Description:**

This initiative will focus on migrating all existing legacy mainframe systems from the NATURAL/ADABAS environment to the .Net/Oracle framework. Following migration, refactoring of the transactions may occur as necessary. This will eliminate DMV's dependence on legacy infrastructure. The project will be vendor-supported and is expected to take approximately 2 years from the start. This effort will not begin until after VITA's IT sourcing to a new mainframe provider is completed.

**BReT 2016: Dahlgren and New Church ALPR Smart Roadside Inspection System**

**BRT Type:** Business Requirement for Existing Technology

**Date Submitted:** 9/22/2016

**Mandate:** No

**Mission Critical:**

**Description:**

Install, test, and commission one Automated License Plate Reader - Smart Roadside Inspection System (ALPR-SRIS) at the Dahlgren and New Church Motor Carrier Service Centers.

**BReT 2016: DMV Direct Workforce Optimization (WFO) Upgrade**

**BRT Type:** Business Requirement for Existing Technology

**Date Submitted:** 7/15/2016

**Mandate:** No

<b>Mission Critical:</b>	No
<b>Description:</b>	
The present configuration is out of compliance with ITRM Standard SEC501-09 by running known vulnerable versions of software (JRE) and is not configured to the security baseline established by this standard. Section 17 of the vendor's contract addresses the need to meet the security compliance needs of the Commonwealth which this system does not. This procurement is to bring the system up to a satisfactory level of compliance with supported software and the other security requirements.	
<b>BReT 2016: Driver's License Central Issuance Replacement</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	8/23/2016
<b>Mandate:</b>	No
<b>Mission Critical:</b>	
<b>Description:</b>	
This initiative will replace the current driver's license central issuance system with a comprehensive vendor provided solution that incorporates advancements in technology related to processing, manufacturing, and mailing secure identification cards and driver's license credentials from a central location.	
<b>BReT 2016: Identity and Access Management</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	8/23/2016
<b>Mandate:</b>	No
<b>Mission Critical:</b>	
<b>Description:</b>	
This initiative will replace the existing DMV PIN access system with a comprehensive solution that will first make our customer account PIN compliant and then integrate Oracle Identity and Access Management into our authentication process for new customers create new accounts.	
<b>BReT 2016: Photo ID Cards for Department of Criminal Justice Services</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	9/28/2016
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	
<b>Description:</b>	
DMV intends to implement an upgrade to the existing driver's license central issue system (provided by CBN) to produce a new special identification card type in support of the Department of Criminal Justice Services (DCJS).	
This procurement is for the cost for CBN to develop and implement the changes necessary to produce the new DCJS special ID cards, as well as the ongoing per card cost to produce the projected DCJS cards over the next 2 1/2 years.	

**BReT 2016: Remittance Processing System (RPS) Replacement****BRT Type:** Business Requirement for Existing Technology**Date Submitted:** 8/23/2016**Mandate:** No**Mission Critical:****Description:**

This initiative will replace the existing remittance processing system with a comprehensive solution that will enable the collection of payments and processing of transactions received through the mail, such as vehicle registration renewals.

**BReT 2016: Replace DMV Human Resource System (HROS)****BRT Type:** Business Requirement for Existing Technology**Date Submitted:** 8/23/2016**Mandate:** No**Mission Critical:****Description:**

This initiative will replace the existing DMV Human Resource (HROS) system with a comprehensive Oracle solution that will support the agency's human resource functions.

**BReT 2016: Security Blitz****BRT Type:** Business Requirement for Existing Technology**Date Submitted:** 2/18/2016**Mandate:** Yes**Mission Critical:****Description:**

DMV has the business need to address critical components of the Security Program to meet the Commonwealth security compliance requirements. DMV has identified several key areas of required focus through an internal audit and is taking action based on the findings of the audit.

The Blitz project's goals are two fold 1) remediate all outstanding audit findings from any source (currently identified in the CAP-APA, CAP-VITA, vulnerability scans, and ITGC), and 2) build out the agency's capabilities to properly run and administer a SEC-501 (as of this writing, version 9) compliant agency.

**BReT 2016: Services for Existing Drivers License Central Issue Solution****BRT Type:** Business Requirement for Existing Technology**Date Submitted:** 12/16/2016**Mandate:** No**Mission Critical:****Description:**

DMV intends to establish a sole source contract to continue services of the existing Driver's License Central Issuance Solution.

<b>BReT 2016: Upgrade Xerox Production Print Equipment in DMV Printing Services</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	9/14/2016
<b>Mandate:</b>	No
<b>Mission Critical:</b>	
<b>Description:</b>	
DMV intends to upgrade the Xerox Production Print equipment in the DMV Printing Services centralized print shop. DMV intends to enter into a 66 month lease agreement using the existing Xerox state contract to accomplish this acquisition.	
<b>BRnT 2014: Dashboard for Work Loads</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	9/23/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
Develop a dashboard for workloads in various work centers.	
<b>BRnT 2014: DMV Now Online Transaction Rebuild for Mobile Use</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	9/23/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
The agency needs to rebuild online transactions to accommodate integration in our mobile apps and mobile website. Many of the online transactions are now over 10 years old and they have reached end of life for both software and hardware support.	
<b>BRnT 2014: Electronic Conviction Processing System</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	9/23/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	
<b>Description:</b>	
DMV is working with the Office of the Executive Secretary of the Supreme Court (OES) and Va Beach, Fairfax County and Alexandria Circuit Courts to enhance OES's Court Automated Information System (CAIS) and to accommodate the needs of the non-CAIS courts. The goal is to allow for the expansion of electronic conviction processing from those courts to DMV as well as increase the accuracy of conviction data sent	

electronically. This is a two-part project - streamlining the conviction code table and establishing electronic transmission of conviction data from three courts.

#### BRnT 2014: Treds Impaired Driver Database

**BRT Type:** Business Requirement for New Technology

**Date Submitted:** 9/23/2014

**Mandate:** No

**Mission Critical:** No

**Description:**

The TREDs project group has been approved by the Highway Safety Office to develop functional requirements to develop and implement an Impaired Driver Database at the request of the NHTSA. Following a review of the requirements, estimates and a plan for delivery will be completed as part of the scope of this request.

#### BRnT 2014: CAS Enhanced Credentialing Components (EC2)

**BRT Type:** Business Requirement for New Technology

**Date Submitted:** 9/24/2014

**Mandate:** No

**Mission Critical:** Yes

**Description:**

This is the Enhanced Credentialing Components project to introduce commercial data providers and identity providers to address out of state participants.

#### BRnT 2014: Driver Alert E-mail Notifications to Business Partners

**BRT Type:** Business Requirement for New Technology

**Date Submitted:** 9/19/2014

**Mandate:** No

**Mission Critical:** No

**Description:**

Companies participating in Driver Alert desire a receipt of an e-mail letting them know when transcripts have been produced based on alert criteria selected for their employees.

#### BRnT 2014: Enterprise Document Delivery

**BRT Type:** Business Requirement for New Technology

**Date Submitted:** 9/24/2014

**Mandate:** No

**Mission Critical:** No

**Description:**

This is a strategic enterprise initiative for the development of an agency platform for the submission and

handling of documents by DMV external customers through the agency firewall.

**BRnT 2014: Enterprise E-Notification**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	9/24/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No

**Description:**

Explore the option for our customers who provide their email addresses the ability to receive email alerts when significant changes have occurred to their record. This is similar to other institutions such as banking and wireless providers. This effort will include research and implementation of enhancements to DMV's infrastructure to support and facilitate the expansion of the e-notification capabilities and services.

**BRnT 2014: Extranet Access for 3rd Party CDL Testers**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	9/24/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No

**Description:**

Extranet access for 3rd Party CDL Testers to update applicant completion - Provide Driver Training Schools with a fob, enabling them to update the system electronically to reflect applicant completion of requirements eliminating the need for the paper DTS-A, DTS-B and DST-C and would provide access similar to the access currently provided to DI Clinics.

**BRnT 2014: E-Z Pass Transponders**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	9/24/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No

**Description:**

Offer E-ZPass Transponders in CSCs

**BRnT 2014: Incident Based Reporting/Records Management System**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	9/24/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No

**Description:**

Incident-Based Reporting (IBR) is a set of federal and state reporting requirements for law enforcement. Most

law enforcement organizations comply with IBR requirements through use of a Records Management System (RMS) that allows (1) report the required data and (2) manage their cases internally. When DMV's IBR system was implemented, it was not fully developed. In 2008, it needed to be improved and IT began the second phase of development. We are now out of compliance with our reporting requirements. This has left DMV LE with a static, outdated system. The system lacks a fully-functional report module, requires duplicate data entry, is confusing to users (e.g. error messages in IT language), includes unnecessary layers of security, and requires manual processing. Our system does not meet the standards of other LE IBR/RMS systems.

**BRnT 2014: Motorola Hand Held Device for Weigh Station Program**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	9/19/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No

**Description:**  
 This project is for the development of software for the usage of a wireless hand held weight recording device that will transmit the axle weights of vehicles remotely to the weigh program within the mobile crew van. The software is designed to populate various screen fields on the weigh ticket module.

**BRnT 2014: Next Generation Transactions (Proof of Concept)**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No

**Description:**  
 Allow DMV to initiate non-credentialed customer transactions online, minimizing in-person completion in CSC.

**BRnt 2014: Online Hearing Decision Information**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	9/25/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No

**Description:**  
 Develop a solution for providing online hearing decision information.

**BRnT 2014: Online Road Test Appointment System**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	9/18/2014
<b>Mandate:</b>	No

<b>Mission Critical:</b>	No
<b>Description:</b>	
Online Road Test Appointments Phase 1 - Allows citizens to in-person, call, or online schedule a road test with a DMV CSC.	
<b>BRnT 2014: Operating Authority Certificate, License, Permit Number</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
This project furthers the agency's efforts to ensure that for hire license plates are issued to persons with the required operating authority or to persons that have legitimately leased their vehicle to a licensed carrier. This involves capturing the certificate or permit number of the operating carrier on the vehicle record for vehicles leased to them and building processes to deny or suspend for hire vehicle registration when the operating authority certificate or permit is suspended or revoked.	
<b>BRnT 2014: PCI/Credit Card Data Storage Project</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	9/23/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
This project will deliver the necessary development necessary and technology solution for the Department to attain PCI Compliance for the Agency.	
<b>BRnT 2014: Plate Revocation for FMCSA Out of State</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	9/23/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
When FMCSA places a motor carrier out of service (OOS) MCS manually places stops on the vehicles operated by the carrier. If the OOS condition has public safety implications MCS also manually prepares registration revocation/plate pick up orders and has them served by DMV FTE staff. Create a stop type that will disclose to law enforcement that a plate revocation has been issued for the vehicle. This will provide law enforcement the information and authority they need to pick up the plate without physically having a plate revocation order in hand. Would also the feasibility of automating the manual research and creation of stops and plate revocation/pick up orders associated with FMCSA out of service orders.	
<b>BRnT 2014: Select Commonwealth Credentialing Integration</b>	

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	9/23/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
Issuance of Vital Records in the CSC's, Phase III - Issuance of death, marriage and divorce certificates.	
<b>BRnT 2014: Titles and Registration e-Forms Wizards</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	9/25/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
Develop an e-Forms wizard process for completing titles and registration transactions.	
<b>BRnT 2014: TREDS eSummons Pilot</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	9/24/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
The TREDS' project group has been approved by the Highway Safety Office to work with the Virginia Supreme Court to conduct a pilot study on the use of electronic summons in the field. Several court jurisdictions will be selected to participate along with all law enforcement agencies that report to the court jurisdiction. The pilot will provide equipment, software, training and support to participants and evaluate results to determine a state-wide solution	
<b>BRnT 2016: Motor Carrier IFTA/IRP, Fuels Tax, CView Solution</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	12/4/2015
<b>Mandate:</b>	No
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
<p>This project will include the development, implementation and subsequent maintenance of a comprehensive system that will allow for the processing of commercial vehicle apportioned registration under the International Registration Plan (IRP), fuel use tax licensing and reporting functionality for motor carriers under the International Fuel Tax Agreement (IFTA), as well as IRP/IFTA related audit functions, hereinafter referred to as the IRP/IFTA system.</p> <p>2. The development, implementation and subsequent maintenance of a comprehensive Federal Motor Carrier Safety Administration (FMCSA) Commercial Vehicle Information Systems and Networks (CVISN) compliant Commercial Vehicle Information Exchange Window (CVIEW) system, or CVIEW equivalent, for exchange of data within the state, and connection to SAFER for exchange of interstate data through snapshots,</p>	

hereinafter referred to as the CVIEW system.

3. The development, implementation and subsequent maintenance of a comprehensive system that will allow for the processing of fuels tax licensing and reporting functionality for the fuels tax DMV administrators pursuant to the Virginia Fuels Tax Act (Va Code Title 58.1, Chapter 22) and the motor vehicle fuels sales tax administered pursuant to Va Code Title 58.1, Chapter 22.1, hereinafter referred to as the Fuels Tax/Fuel Sales Tax system.

Report Title: Appendix A 16 - 18 Report

Agency: Department of Motor Vehicles (DMV)

Date: 2/16/2017

Agency Head Approval:

No

**Budget Category: Major Projects**

DMV Project 2016: Motor Carrier IFTA/IRP, CView Solution

Oversight and Governance Category: Category 4: Low/Medium, Low/Low

Appropriation Act/Funding Status

Investment Business Case Approval -

1. This project will include the acquisition, implementation and subsequent maintenance of a comprehensive system that will allow for the processing of commercial vehicle apportioned registration under the International Registration Plan (IRP), and reporting functionality for motor carriers under the International Fuel Tax Agreement (IFTA), as well as IRP/IFTA related audit functions, hereinafter referred to as the IRP/IFTA system.

2. The acquisition, implementation and subsequent maintenance of a comprehensive Federal Motor Carrier Safety Administration (FMCSA) Commercial Vehicle Information Systems and Networks (CVISN) compliant Commercial Vehicle Information Exchange Window (CVIEW) system, or CVIEW equivalent, for exchange of data within the state, and connection to SAFER for exchange of interstate data through snapshots, hereinafter referred to as the CVIEW system.

Planned project start date:	12/31/2015	Planned project end date:	12/31/2017
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PPEA Involvement:	No
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Estimated Costs:	Total	General Fund	Nongeneral Fund	Nongeneral Funding Source
Project Cost (estimate at completion):	\$5,270,000	\$0	\$5,270,000	
Estimated project expenditures first year of biennium:	\$2,635,000	\$0	\$2,635,000	Non-general - Mixed
Estimated project expenditures second year of biennium:	\$2,635,000	\$0	\$2,635,000	Non-general - Mixed

Funding Required:	Total	General	Nongeneral	Nongeneral Funding Source
Funding required for first year of biennium:	\$2,635,000	\$0	\$2,635,000	Non-general - Mixed
Funding required for second year of biennium:	\$2,635,000	\$0	\$2,635,000	Non-general - Mixed

Service Area	Weight
154 DMV 60105 Motor Carrier Services	Primary
154 DMV 69902 Information Technology Services	Secondary

**Project Related Procurements**

DMV Procurement 2017: Motor Carrier IFTA/IRP and CView Solution

Procurement Description:	1. This project will include the acquisition, implementation and subsequent
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maintenance of a comprehensive system that will allow for the processing of commercial vehicle apportioned registration under the International Registration Plan (IRP), and reporting functionality for motor carriers under the International Fuel Tax Agreement (IFTA), as well as IRP/IFTA related audit functions, hereinafter referred to as the IRP/IFTA system.

2. The acquisition, implementation and subsequent maintenance of a comprehensive Federal Motor Carrier Safety Administration (FMCSA) Commercial Vehicle Information Systems and Networks (CVISN) compliant Commercial Vehicle Information Exchange Window (CVIEW) system, or CVIEW equivalent, for exchange of data within the state, and connection to SAFER for exchange of interstate data through snapshots, hereinafter referred to as the CVIEW system.

Planned Delivery Date:	3/1/2017		
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**DMV Project 2016: Security Blitz**

**Oversight and Governance Category: Category 4: Low/Medium, Low/Low**

<b>Appropriation Act/Funding Status</b>	<b>Project Initiation Approval -</b>
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The Security Blitz Project's goals are two fold –

- 1) Remediate all outstanding audit findings from any source (currently identified in the CAP-APA, CAP-VITA, Vulnerability Scans and ITGC findings, and
- 2) Build out the agency's capabilities to manage and administer an SEC-501 compliant agency using, as of this writing, version 9.

Planned project start date:	6/20/2016	Planned project end date:	12/29/2017
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PPEA Involvement:	No
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<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Nongeneral Fund</b>	<b>Nongeneral Funding Source</b>
Project Cost (estimate at completion):	\$3,300,000			
Estimated project expenditures first year of biennium:	\$2,161,780	\$0	\$2,161,780	
Estimated project expenditures second year of biennium:	\$50,800	\$0	\$50,800	

<b>Service Area</b>	<b>Weight</b>
BReT 2016: Security Blitz	Primary

**Project Related Procurements**

DMV Procurement 2016: Security Blitz

Procurement Description:	The Security Blitz Project's goals are two fold –
	1) Remediate all outstanding audit findings from any source (currently identified in the CAP-APA, CAP-VITA, Vulnerability Scans and ITGC findings, and
	2) Build out the agency's capabilities to properly manage and administer a SEC-501 compliant agency using, as of this writing, version 9.

Planned Delivery Date:	6/1/2016		
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**DMV Q-up Customer Flow Management Project**

**Oversight and Governance Category: Category 4: Low/Medium, Low/Low**

<b>Appropriation Act/Funding Status</b>		<b>Investment Business Case Approval -</b>		
The current DMV customer flow management system contract will expire June 2015. Although DMV has some renewal options available, a new RFP must be issued to secure a vendor for providing these services.				
This project is to accomplish the activities associated with replacing our current customer flow management system with the newly procured solution.				
Planned project start date:	10/1/2016	Planned project end date:	4/1/2018	
PPEA Involvement:	No			
<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Nongeneral Fund</b>	<b>Nongeneral Funding Source</b>
Project Cost (estimate at completion):	\$2,700,000	\$0	\$2,700,000	
Estimated project expenditures first year of biennium:	\$2,700,000	\$0	\$2,700,000	Non-general - State
Estimated project expenditures second year of biennium:	\$0	\$0	\$0	
<b>Funding Required:</b>	<b>Total</b>	<b>General</b>	<b>Nongeneral</b>	<b>Nongeneral Funding Source</b>
Funding required for first year of biennium:	\$2,700,000	\$0	\$2,700,000	Non-general - State
Funding required for second year of biennium	\$0	\$0	\$0	
<b>Service Area</b>			<b>Weight</b>	
There are no service areas for this project.				
<b>Project Related Procurements</b>				
PGR 2015: DMV Customer Flow Management Solution Rebid				
Procurement Description:	<p>DMV currently uses a vendor provided and maintained customer flow management solution to manage the flow of customers through the process of completing their required transactions at DMV.</p> <p>The current DMV customer flow management system contract will expire June 2015. Although DMV has some renewal options available, a new RFP must be issued to secure a vendor for providing these services.</p> <p>DMV is requesting approval to proceed with conducting a competitive procurement process (RFP) to secure a contract for a vendor provided, vendor owned, and vendor maintained customer flow management solution.</p>			
Planned Delivery Date:	7/1/2015			

# Report Title: Appendix A 16 - 18 Report

**Agency:** Department of Motor Vehicles (DMV)

**Date:** 2/16/2017

**Agency Head Approval:**

No

## Stand Alone Major Procurements

<b>Procurement Name:</b>	<b>DMV Procurement 2016: TREDIS Contractual Services 10/01/2016 - 09/30/2017</b>		
<b>Procurement Description:</b>	This is a request to extend the TREDIS (Traffic Records Electronic Data System) contractual staff for ongoing operational maintenance and support from 10/1/2016 to 09/30/2017.		
<b>Procurement Planned Start Date</b>		<b>Procurement Planned Completion Date</b>	9/1/2016
		<b>Appropriation Act Status</b>	
<b>Service Area</b>			<b>Weight</b>
BReT 2014: Ongoing IT Staff Augmentation - IT Contractor Staff			Primary
<b>Procurement Name:</b>	<b>DMV Procurement 2016: Upgrade Xerox Production Print Equipment in DMV Printing Services</b>		
<b>Procurement Description:</b>	DMV intends to upgrade the Xerox Production Print equipment in the DMV Printing Services centralized print shop. DMV intends to enter into a 66 month lease agreement using the existing Xerox state contract to accomplish this acquisition.		
<b>Procurement Planned Start Date</b>		<b>Procurement Planned Completion Date</b>	9/30/2016
		<b>Appropriation Act Status</b>	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			
<b>Procurement Name:</b>	<b>PGR 2015: CAS O&amp;M Team Coverage 12/01/15 - 11/30/16</b>		
<b>Procurement Description:</b>	To support the CAS Operations and Maintenance Team (O&M) to handle the day to day operations of the enterprise service offering.  Resources are identified in the attached requisition and staffing spreadsheet.		
<b>Procurement Planned Start Date</b>		<b>Procurement Planned Completion Date</b>	12/1/2015
		<b>Appropriation Act Status</b>	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			
<b>Procurement Name:</b>	<b>PGR 2015: TREDIS Contractual Services 10/01/2015 - 09/30/2016</b>		
<b>Procurement Description:</b>	This is a request to extend the TREDIS (Traffic Records Electronic Data System) contractual staff for ongoing operational maintenance and support from 10/1/2015 to 09/30/2016.		
<b>Procurement Planned Start Date</b>		<b>Procurement Planned</b>	9/1/2015

		Completion Date	
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			
<b>Procurement Name:</b>	<b>PGR 2015: Xerox Managed Print Services Procurement</b>		
Procurement Description:	DMV requests authorization to pursue Managed Print Services (MPS) with Xerox for a 60 month period at the DMV Headquarters location.		
Procurement Planned Start Date		Procurement Planned Completion Date	5/15/2015
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			

## Stand Alone Non-Major Procurements

<b>Procurement Name:</b>	<b>DMV Procurement 2016: Dahlgren and New Church ALPR Smart Roadside Inspection System</b>		
Procurement Description:	The ALPR-SRIS Smart Roadside Inspection System is currently installed at various DMV Motor Carrier Service Centers. This procurement is to install, test, and commission the Roadside Inspection System at the Dahlgren and New Church Motor Carrier Service Centers.		
Procurement Planned Start Date		Procurement Planned Completion Date	12/1/2016
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			
<b>Procurement Name:</b>	<b>DMV Procurement 2016: DMV Direct Workforce Optimization (WFO) Upgrade</b>		
Procurement Description:	WFO is a component of the existing system for the DMV Direct Contact Center - PBX/Call Routing system. The present configuration is out of compliance with ITRM Standard SEC501-09 by running known vulnerable versions of software (JRE) and is not configured to the security baseline established by this standard. Section 17 of the vendor's contract addresses the need to meet the security compliance needs of the Commonwealth which this system does not. This procurement is to bring the system up to a satisfactory level of compliance with supported software and the other security requirements.		
Procurement Planned Start Date		Procurement Planned Completion Date	1/20/2017
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
BReT 2016: DMV Direct Workforce Optimization (WFO) Upgrade			Primary
<b>Procurement Name:</b>	<b>DMV Procurement 2016: Photo ID Cards for Department of Criminal</b>		

<b>Justice Services</b>			
Procurement Description:	<p>DMV intends to implement an upgrade to the existing driver's license central issue system (provided by CBN) to produce a new special identification card type in support of the Department of Criminal Justice Services (DCJS).</p> <p>This procurement is for the cost for CBN to develop and implement the changes necessary to produce the new DCJS special ID cards, as well as the ongoing per card cost to produce the projected DCJS cards over the next 2 1/2 years.</p>		
Procurement Planned Start Date		Procurement Planned Completion Date	10/3/2016
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			
<b>Procurement Name:</b>	<b>DMV Procurement 2016: Splunk Software Upgrade</b>		
Procurement Description:	This procurement is to expand our Splunk capabilities to ingest more data that we're presently licensed for.		
Procurement Planned Start Date		Procurement Planned Completion Date	12/1/2016
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
BReT 2016: Splunk Software Upgrade			Primary
<b>Procurement Name:</b>	<b>DMV Procurement 2017: Establish a Maintenance Agreement for Existing SRIS, ALPR, and FLIR Systems</b>		
Procurement Description:	<p>Establish a new maintenance agreement required for continuing maintenance of the Smart Roadside Inspection Systems (SRIS), Advanced License Plate Reader (ALPR), and Forward Looking Infra-Red Systems (FLIR) currently installed at DMV Motor Carrier Service Centers statewide. The new maintenance agreement term will be for three (3) years with subsequent optional one-year renewal periods.</p>		
Procurement Planned Start Date		Procurement Planned Completion Date	3/1/2017
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			
<b>Procurement Name:</b>	<b>PGR 2015: Ongoing PCI Validation Services</b>		
Procurement Description:	<p>While the Department of Motor Vehicles has already conducted an initial Payment Card Industry Data Security Standards (PCI DSS) self-assessment and is currently working to address areas of non-compliance, DMV is requesting approval to procure the services of a Qualified Payment Application Security Company as certified by the PCI Security Standards Council to perform ongoing remote and on-site compliance validation services, quarterly network vulnerability scanning services, network penetration testing, policy and procedure evaluation, and improvement services that meet the requirements for VISA, MasterCard, American Express and Discover.</p> <p>DMV intends to establish a contract through competitive negotiation for the</p>		

purchase of these services for the Department of Motor Vehicles. At the conclusion of each assessment, a PCI Report on Compliance (ROC) will be created detailing the findings of the assessment and any areas of non-compliance. Specifically, the ROC will include the compliance status with respect to each PCI requirement, and recommendations for addressing areas of non-compliance.

Procurement Planned Start Date		Procurement Planned Completion Date	6/1/2015
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			