

Report Title: IT Strategic Plan Summary

Agency: 161 Department of Taxation

Date: 4/5/2017

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?

The Department of Taxation has made Information Security its number one priority. In support of this priority as well as ongoing agency operations, technology has placed primary emphasis on upgrades, maintenance, mandated enhancements, and desired enhancement to IRMS, our agency application suite. In addition, the agency spends considerable time coordinating activities with VITA and Northrop Grumman related to the Commonwealth's outsourced infrastructure to ensure compliance with enterprise mandates and standards.

Current technology projects for the agency are:

As stated, TAX's primary focus is currently on information security. Tax is a highly automated agency and houses approximately 60 terabytes of highly sensitive state and federal taxpayer information, plus hundreds of COTS products and numerous custom large scale applications. Ensuring our security profile is effective is a large undertaking. Compounding our size, is our external offerings. Constituent self-service is a goal of the Commonwealth, a demand of taxpayers, and an excellent method to reduce agency operational costs and/or compensate for a shrinking workforce. Taxation has embraced the self-service concept, and Agency applications give taxpayers access to their tax accounts via the internet, basically allowing access to sensitive information from anywhere in the world. In addition to a wide-variety of internet based applications serving taxpayers, Taxation also has internet based applications that service other Agencies, Virginia Localities, and Courts. Added to this is a robust telework environment for agency staff that allows sensitive data access from outside our primary office space. Given the breadth of our applications and the numerous access point, Taxation has a higher than average risk for data loss.

Storage of highly sensitive information and a belief that state systems are directly tied to Federal systems have made the Commonwealth a highly-valued target for hackers. Unfortunately, hackers become more sophisticated every day, and ensuring data and applications are as protected as possible is a continual activity and requires significant automation, especially given the agency's limited resources.

Government entities are the number two target of hackers and VITA reports that over 117 million attack attempts have been blocked at the Commonwealth's Data Center. Unfortunately, not all attempts are blocked. Every day Commonwealth agencies, including Taxation, deal with security incidents, with viruses and malware being the most common.

To ensure TAX systems continue to meet or exceed Commonwealth and IRS security standards, TAX continues to focus on applying security patches and upgrading computer-off-the-shelf-software (COTS) products and VITA out of scope agency infrastructure items, for technology whose vendor support has expired, or will expire in the near future. This process is required to maintain vendor support in order to receive vendor supplied security patches and updates and to ensure continuity of operations for TAX's mission critical applications and to ensure the agency takes advantage of new security features and increased functionality with new versions or releases in order to improve security and operational efficiency.

TAX has significant focus on refund review. This focus is needed to prevent fraudulent refunds from being

issued. Unfortunately, as hackers have become more sophisticated in obtaining sensitive information so have those seeking fraudulent refunds, as such to ensure requested refunds are validated TAX must continually perform refund review activities which require significant automation.

The mandated upgrades to VITA/Northrop Grumman's enterprise infrastructure continue to consume a large portion of the agency's technical resources over the last year. TAX staff completed numerous projects working with VITA/NG such as: windows server upgrade, HP Unix upgrade, Redhat Linux upgrade, IE upgrade and various security initiatives activities. We are currently, either independently, or in conjunction with VITA/NG, upgrading PowerBuilder, Siebel, Datacap, JBoss, FileNet, Visual Basic, applying/catching up on security patches and several others, to help maximize our security profile.

TAX has focused extensively on expanding our electronic interactions, both from an internal and external perspective. We have expanded eForms which allows our taxpayers and preparers to file their business taxes electronically. eFile for PTE filers has been implemented and soon so will Fiduciary, this allows electronics download and processing of these returns as a pass thru as a result of the taxpayers filing their federal returns using an approved vendor software. We have successfully received legislation mandating some business taxes be filed electronically. Overall, we have expanded our electronic filing usage, and have automated several internal forms to improve internal operations. These initiatives reduce agency operational costs, and provide new services to our taxpayers.

TAX continues to maintain the various aspects of IRMS, our enterprise application, and make requested enhancements to its base functionality. In addition, each year brings legislatively mandated updates to tax regulation, which must be incorporated into our IRMS applications to ensure proper processing of tax returns and revenues. This maintenance and enhancement ensures efficient operations for both our technology users and for taxpayers by streamlining existing processes, or easing the burden of filing and paying taxes.

As a result of the existing IT investments TAX is under staffed and will require additional funding for to continue our goal of enhanced security, improved taxpayer self-service, and improved operational efficiency. TAX will use staff augmentation when necessary to meet the demands of the required work where FTE are not required, if the result of the project necessitates ongoing support, TAX will request FTE or convert staff augmentation resources to FTE. Due to insufficient staffing and funds, the agency continually addresses the highest priority work that will provide the greatest benefit to the Commonwealth. Lower priority items are tracked for future consideration.

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?

Technology systems, including application software and hardware, must be upgraded and refreshed on an ongoing basis to ensure they operate correctly and are available for use by end users. Further, TAX must refresh hardware, upgrade and patch software versions in a timely manner to eliminate the risk of the Commonwealth's revenue systems becoming vulnerable to security breaches, obsolete or unsupported, jeopardizing all of TAX's business operations. These items are funded via the agency's core budget. VITA/NG's roadmap for enterprise systems continually impacts agency staff as we work to meet roadmap requirements and navigate the VITA/NG bureaucracy for determining how the upgrade project will move forward. These items, if known prior to budget prep, are included in the agency's core budget.

Most tax-related legislative changes necessitate changes to TAXs automated systems. The variety of filing and service “channels” provided by TAX often means the change must be made in several systems, each supporting a different channel. Shared Services Transition scope, timeframes and budget could severely impact Technologys ability to meet business constituents needs. These items are funded in the agencies core budget

SECURITY SHARED SERVICES

TAX will hire a contractor or contract staff to perform security and audit functions.

INTERNET UTILIZATION

CLOUD APPLICATION HOSTING

IT INFRASTRUCTURE TRANSITION

The customer demand for and use of electronic, self-help services continues to increase, requiring continued capacity expansions within existing services. Decision packages are prepared as required to fund these activities.

Taxpayers, agency management and general staff continue to demand automated solutions to replace historically manual tasks. This results in increased operating efficiency and improved customer services, but requires an ongoing commitment to information technology services. Where funding exists, the agency moves forward with changes that will benefit the Commonwealth.

The necessity to assign staff to VITA/NG activities has a negative impact on the agencies ability to meet its internal technology needs.

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 agencies 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 agencies 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?

TAX continuously implements numerous changes to its technology environment and its technical capabilities. But, technology changes rapidly, and the Agency must position itself to stay current in order to meet the increasing demands of constituents and Commonwealth personnel. With this increase in demand in the forethought, the following IT changes are anticipated (TAX will evaluate the support required for each proposed IT solution to determine if the development resources will be needed ongoing. In the event, ongoing support is needed TAX will investigate the option of requesting FTE rather than staff augmentation resources.):

The Commonwealth is currently working under time constraints to move to new enterprise infrastructure and service suppliers. Agencies will be expected to transition within prescribed timeframes in order to achieve the business case objectives and to avoid additional costs. TAX will utilize staff augmentation as required to ensure compliance and cost avoidance for the Commonwealth.

Agency commercial off-the-shelf products (whether customized or used out-of-the-box) and VITA out of

scope agency infrastructure items, will be upgraded to the most current stable versions on a continual and rotating basis. This will ensure that COTS products maintain vendor support, and that our systems avail themselves on all new, and stable, functionality offered. By ensuring a supported platform all users of our technology, internal and external, will be served through improved security features, higher availability and enhanced functionality. Associated BRTs: BRnT Jboss Upgrade, BRnT FileNet Upgrade P8 and BRnT Siebel Upgrade 8.1

The Agency security initiatives will augment staff and procure additional security software products to ensure enhanced security of taxpayer data. TAX will utilize software and staff that will not only track access, but assist with granting and terminating access, access reconciliations, reporting, and ensuring proper protocol has been followed when utilizing/consuming taxpayer data. TAX has an extremely robust technical environment, with a significant number of sensitive applications, COTS products, and a large data foot-print. Constituent self-service is a goal of the Commonwealth, a demand of taxpayers, and an excellent method to reduce agency operational costs or compensate for a shrinking workforce. Taxation has embraced the self-service concept, and Agency applications give taxpayers access to their tax accounts via the internet, basically allowing access to sensitive information from anywhere in the world. In addition to a wide-variety of internet based applications serving taxpayers, Taxation also has internet based applications that service other Agencies, Virginia Localities, and Courts further increasing the risk of data loss.

Storage of highly sensitive information and a belief that state systems are directly tied to Federal systems have made the Commonwealth a highly-valued target for hackers. Unfortunately, hackers become more sophisticated every day, and ensuring data and applications are as protected as possible is a continual activity and requires automation.

Government entities are the number two target of hackers and VITA reports that over 117 million attack attempts have been blocked at the Commonwealths Data Center. Unfortunately, not all attempts are blocked. Every day Commonwealth agencies, including Taxation, deal with security incidents, with viruses and malware being the most common. Associated BRT: BRnT Security Initiatives

TAX has significant focus on refund review. This focus is needed to prevent fraudulent refunds from being issued. Unfortunately, as hackers have become more sophisticated in obtaining sensitive information so have those seeking fraudulent refunds, as such to ensure requested refunds are validated TAX must continually perform refund review activities which require significant automation. Associated BRT: BRnT Security Initiatives

TAX continually strives to decrease its operating costs, and this is frequently affected through increased information technology. Currently the Agency is investigating taxpayer Self Help Expansion via TAX Website (Tax Web) redesign, and My Virginia TAX. My Virginia TAX is the Departments version of "My Account" which will allow taxpayers (individuals and businesses) to access their information online with the use of a more robust single sign-on and authentication portal. The application will provide functionality needed to ensure the expansion of eGovernment (customer electronic interaction). With the continued explosion of Internet-based applications and mobile device usage, TAX continues to experience increased demand for more online and electronic functionality to better serve its customers. To assist meeting these needs, TAX must continue to expand and develop new electronic interaction options. For example, the agency has determined that it costs the Commonwealth \$1.25 to process each paper tax return and only \$0.04 for each electronic return which demonstrates the cost saving benefit of electronic interaction. TAX can use eGovernment Self Help Expansion to ensure continued improvement in overall customer experience by offering faster and more convenient self help services. TAX will also seek opportunities to enhance our existing online filing applications to improve usability in order to improve constituent service and increase usage, and expand our online options based on constituent requests and agency need to further facilitate costs savings associated with online return filings. Associated BRTs: BRnT eGovernment Self Help Expansion (My Virginia TAX) and BRnT TaxWeb Redesign

TAX continues to maintain IRMS. However, the current Agency resources are insufficient to meet all the requested (and in some cases required), enhancements that are received following a major implementation. To better meet the needs of IRMS users, TAX will still require development staff augmentation to ensure the proper implementation of legislated mandates, approved requested enhancements, normal maintenance, and regular upgrades. TAX evaluate the support required to determine If the resources will be needed ongoing, in the event ongoing support is needed TAX investigates the option of filling the role with a FTE.

Associated BRTs: BReT IRMS Maintenance and Enhancement Support - FY17/FY18, and BReT Vendor Treasury Offset Program

The Case Management system will allow TAX field staff (auditors) to use tablets. The tablets would have an audit application that would replace Tax's existing audit case management and audit workbench applications. These existing applications are dated. Auditors could connect wherever a cell signal was available. The applications would have the ability to work disconnected in the event there is no cell signal available. The system will have the ability to accept a credit/debit card or electronic check, and the ability to exchange encrypted electronic documents with taxpayers. The system will integrate directly with Tax's core application Advantage Revenue (AR) so audit returns could be loaded automatically with the appropriate compliance code and no additional involvement by other staff. This solution will allow TAX staff use a tablet or smart phone in the field to assist taxpayers with filing returns and paying their taxes. The rep will be able to take the payment electronically and have the confirmation of the filing and the payment emailed to the taxpayer. This presents an opportunity for educating the taxpayer and achieving the Commonwealth and TAX goals for electronic filing and payment. This is more secure for taxpayers and would decrease paperwork for the customers and the agent, thereby saving the customer and TAX time and money because funds will be processed to the bank more efficiently, with no delays or costs for mailing and there will not be a paper return or check processed and stored. Associated BRT : BRnT Audit Case Management Mobile System

Consolidating platforms will allow TAX resources to support multiple work areas which will allow staff to be assigned work based on demands in a particular work area and possibly reduce the need for contractors in some instances. TAX has a variety of Technology Platforms (PowerBuilder, Java, .Net, Microfocus COBOL, Informatica, etc). For example, PowerBuilder staff does not have the expertise in Java to assist in Java development and vice versa. Associated BRTs: BRnT Cobol Migration to Java and BReT Single Signon

Report Title: Strategic Plan

Agency: Department of Taxation

Date: 4/5/2017

Current IT Services

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Projected Service Fees	\$14,187,846	\$336,349	\$14,107,179	\$334,437
VITA Infrastructure Changes	\$66,080	\$0	\$69,384	\$0
Estimated VITA Infrastructure	\$14,253,926	\$336,349	\$14,176,563	\$334,437
Specialized Infrastructure	\$4,021,740	\$0	\$4,412,914	\$0
Agency IT Staff	\$13,730,878	\$75,000	\$13,989,493	\$75,000
Non-agency IT Staff	\$340,000	\$0	\$540,000	\$0
Cloud Computing Service	\$0	\$0	\$0	\$0
Other Application Costs	\$509,100	\$0	\$650,000	\$0
Total	\$32,855,644	\$411,349	\$33,768,970	\$409,437

Proposed IT Investments

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Major IT Projects	\$506,492	\$0	\$2,500,000	\$0
Non-Major IT Projects	\$1,491,200	\$0	\$990,275	\$0
Agency-Level IT Projects	\$0	\$0	\$0	\$0
Major Stand Alone IT Procurements	\$1,500,000	\$0	\$1,750,000	\$0
Non-Major Stand Alone IT Procurements	\$347,360	\$0	\$546,960	\$0
Agency-Level Stand Alone IT Procurements	\$750,000	\$0	\$850,000	\$0
Procurement Adjustment for Staffing	\$0	\$0	\$0	\$0
Total	\$4,595,052	\$0	\$6,637,235	\$0

Projected Total IT Budget

Category	Costs Year 1		Costs Year 2		Total Costs
	GF	NGF	GF	NGF	
Current IT Services	\$32,855,644	\$411,349	\$33,768,970	\$409,437	\$67,445,402
Proposed IT Investments	\$4,595,052	\$0	\$6,637,235	\$0	\$11,232,287
Total	\$37,450,696	\$411,349	\$40,406,205	\$409,437	\$78,677,689

Report Title: Business Requirements For Technology

Agency: Department of Taxation (TAX)

Date: 4/5/2017

BReT - OCe Printer Upgrade FY16**BRT Type:** Business Requirement for Existing Technology**Date Submitted:** 6/1/2015**Mandate:** No**Mission Critical:** Yes**Description:**

The current OCe printers will reach end of Life 12/31/2015. TAX must replace these printers in order to maintain vendor support.

BReT 2014 HP-UX Version 11.1/11.2**BRT Type:** Business Requirement for Existing Technology**Date Submitted:** 9/29/2014**Mandate:** Yes**Mission Critical:** Yes**Description:**

Support for HP-UX version 11.1/11.2 will end 12/31/2015. TAX will migrate it's application to new servers provided by NG that are supported.

BReT- eForms Development & Implementation Support FY15-18**BRT Type:** Business Requirement for Existing Technology**Date Submitted:** 11/24/2014**Mandate:** No**Mission Critical:** Yes**Description:**

TAX requires approval to procure the services of NGNious Solutions to provide support to perform enhancement activities to expand the electronic submissions capability of the proprietary eForms system. See the attached Sole Source Procurement Approval Request Form for more details.

BReT FileNet Upgrade P8**BRT Type:** Business Requirement for Existing Technology**Date Submitted:** 9/15/2014**Mandate:** No**Mission Critical:** Yes**Description:**

This procurement will utilize professional services to support and provide technical assistance to TAX with the FileNet Image Services Upgrade to the P8 version along with upgrading various additional tools related to

TAX's mission critical imaging application, Filenet.

BReT IRMS Maintenance and Enhancement Support - FY14/15

BRT Type: Business Requirement for Existing Technology

Date Submitted: 1/6/2015

Mandate: Yes

Mission Critical: Yes

Description:

The Department of Taxation requests approval to enter into a Staff Augmentation contract for developers to assist the Office of Technology with the maintenance of its core applications. These developers will also assist existing staff with implementing legislative changes, routine maintenance, and systems enhancements aimed at operational efficiency, cost savings, cost avoidance, and improved customer service.

This request is to provide application analysis, design and development support for Taxation's Enterprise Applications - Advantage Revenue, Virginia Tax Online (internet registration (iReg), internet filing (iFile), Quickpay, external entity secure messaging center (EESMC), ARweb, Survey, and non profit organization (NPO)), STAUDN (audit), Share Point, and Team Foundation Server (TFS) for Application Lifecycle Management.

IRMS infrastructure experts developers with 9+ years of development experience in the following: SQL, Powerbuilder Version 12.5 or higher, and Oracle Database version 11g or higher. Knowledge of C programming is preferred but not required. Extensive development and architectural experience with Advantage Revenue subsystems is highly desired.

Virginia Tax Online Developer requirements (VTOL):

Developers with 4+ years of development experience in the following:

Java 1.5, Hibernate, JBoss, Visual Basic 6, .net version 2, and 3+ years experience with web service implementation. Knowledge of C and xml programming is highly preferred but not required.

Java Technical/Database Architect with 7+ years of development and architectural design experience in the following:

Java 1.5, Hibernate, JBoss, Visual Basic 6, .net version 2, and 4+ years experience with web service implementation. Knowledge of C programming is preferred but not required. Extensive experience with Virginia Tax Online applications is highly desired

SharePoint Developer requirement/ Team Foundation Server (TFS):

Developer with 5+ years of SharePoint/TFS Development and Administration experience in the following: Expert Microsoft Office SharePoint /TFS Application Lifecycle Management (ALM) analysis, design, and development under the direction of the Virginia Department of Taxation.

Automated testing solutions:

Developer with 5+ years of configuring and implementing automated testing solutions with architectural experience in the following: Expert in mapping business requirements to automated testing solution, testing solution analysis, design, and development under the direction of the Virginia Department of Taxation. Provides expert knowledge of industry standards and the best practice used to implement the solution

BReT IRMS Maintenance and Enhancement Support - FY16

BRT Type: Business Requirement for Existing Technology

Date Submitted: 10/1/2014

Mandate: Yes

Mission Critical: Yes

Description:

The Department of Taxation requests approval to allocate TAX staff and enter into a Staff Augmentation contract for developers to perform maintenance and enhancement support TAX Integrated Revenue Management System (IRMS). These resources will also assist with implementing legislative changes, routine maintenance, and systems enhancements aimed at operational efficiency, cost savings, cost avoidance, and improved customer service.

System maintenance requirements:

1. Ensure TAX applications are performing to the functional detail requirements in support of daily business operation
2. Ensure TAX application are available per the business needs
3. Ensure TAX applications are patched and upgraded to ensure continued vendor support and adequate security

System enhancements requirements:

1. Ensure improved worker productivity and make TAX employment attractive to future workforce
2. Ensure TAX applications are performing to the requirement of TAX and the Commonwealth's strategic direction
3. Improve information sharing to optimize current business functions
4. Expand the support of TAX applications and productivity tools that support the recommendations on streamlining government operations
5. Ensure programs and tools which enable all citizens to interact with TAX 24x7 – Safely and Securely

Mandated System enhancement requirements:

1. Ensure TAX applications are performing to state and federal mandated requirements
2. Ensure TAX applications are in compliance with security standards

This request is to provide administrative, security, application analysis, design and development support for IRMS via the following work areas: Advantage Revenue, VTOL (Virginia TAX Online), Report and interfaces, Unix and Database Administration, Siebel, and Return Reconstruction and Compliance Repository (CR), Processing (TACS/KFI and Filenet), Budgeting, Administration and ALM, Microsoft Architecture, Voice and Engineering, TAX Support Center (TSC) and Security planning and administration/ISO.

TAX request staff augmentation support for Taxation's Enterprise Applications and Systems:

AR Environment:

Powerbuilder developer's requirements: One developer with 10 + years of experience in the following: SQL, Object oriented software design and development, Powerbuilder version 10.5 or higher and Oracle Database version 10G. Functional and technical knowledge in designing, developing and maintaining TAX processing and revenue management system is highly preferred.

eFile Developer:

Developer with 5+ years of development experience in the following: Oracle, XML, SOA, Visual Basic .net, Internet design and development, and knowledge of electronic tax return applications

Windows Engineer:

- Min 10 year work experience setting up, configuring, and troubleshooting Microsoft Windows Server 2003, 2008, and 2010
- Min 7 year work experience with Microsoft SQL Server
- Min 7 years experience with IIS configuration and administration
- Min 5 year work experience with SMS

Security Administration requirements:

- Active Directory Administration Experience (prefer 3-4 years of experience)
- Candidate should have experience administering NTFS files system access privileges (prefer 3-4 years of experience)
- Working knowledge of Windows 7 Operating System
- Candidate will need to have the ability to help create documentation and, thus, experience utilizing Microsoft Office.
- Since this person will be communicating directly with the user population, communicating user account credentials and possibly troubleshooting issues with those credentials, this person would need to have

outstanding customer service skills.

- Candidate should possess strong problems solving and analytical skills.
- Other skills that will be necessary, we can train in-house.

VTOL:

- 2 Developer with 4 + years of project management experience
 - In-depth knowledge of web site design concepts
 - Possesses strong analytical skills for assessing cause and effect relationships
 - Demonstrates resourcefulness in compiling presentations and reports
 - Adapts easily in interpersonal situations
 - 5+ years web development experience in Java J2EE version 1.4 or higher
 - 5+ years development experience using JBoss Enterprise Application server version 4.1 or Weblogic version 9 or higher or Websphere version 6 or higher
 - 3+ years development experience using Seam and/or Hibernate - 3 or more years of web development experience
 - 5+ years development experience with Oracle version 10g or higher
- 5+ years development experience using SQL and PL/SQL Functional and technical knowledge in designing, developing and maintaining TAX processing and revenue management system is highly preferred

TACS/KFI

- Min 1 year work experience setting up and configuring MS Windows Server 2003 and 2008
- Min 1 year work experience with Oracle 11g
- Min 1 year work experience with Sql Server 2003 and greater
- Min 1 year work experience with Visual Basic scripting
- Min 1 year work experience with Service Oriented Architecture
- Min 1 year work experience within .Net framework (minimum 3.5 version and higher)
- Min 1 year work experience with Visual Studio 2005 and 2010
- Min 1 year work experience with PL/SQL or Oracle SQL Developer
- Min 1 year work experience with XML
- Work experience and knowledge of COM architecture (registering and un-registering DLLs)

FileNet:

- FileNet Certified Professional:
- Candidate must be a FileNet Certified Professional – Image Manager (Image Services) as Administrator and Product Technical Support, with a minimum of 10 years of work experience as a FileNet System Administrator who has been responsible for maintaining, upgrading and providing support of large, mission critical FileNet Image Services Systems.
- Candidate must be employed by a current IBM FileNet Software ValueNet Support Provider 2
- Candidate must have demonstrated experience upgrading FileNet Image Services V4.0.X to V4.1.2 or higher on a UNIX / Oracle based platform. This includes interfacing with Oracle DBAs who were responsible for upgrading and migrating the databases and interfacing with UNIX administrators who were responsible for upgrading the Operating System of server hardware hosting Image Services in both instances; an upgrade on existing server hardware and an upgrade on new server hardware. At this given time, it is uncertain of the migration path VATAx will undertake.
- Candidate must have performed (independently or functioned as essential personnel) on a minimum of two Image Services System upgrades for one FileNet Image Services upgrade instance. This should include a development or test environment and a production environment. The production environment must have been for a large Image Services MSAR Repository of over 8 Terabytes.
- Candidate must have demonstrated experience with FileNet Image Services upgrade planning and discovery tasks responsible for upgrading Image Services V4.0.x to V4.1.2 or higher. These tasks would include, but are not limited to; reviewing a current installation of the Image Services Backend along with various FileNet products which need to be compatible with an upgraded Image Services backend. These products would include: IDM Desktop, IDM Toolkit, WAL (Workflow Application Libraries), Capture Fax Entry and APIs (Application Program Interfaces).
- Candidate must have demonstrated experience installing, configuring and testing FileNet Capture Fax Entry V 5.X or higher integrated with Image Services 4.2.0 and Right Fax software. VATAx supports FileNet's inbound faxing capability via a FAX Server which will be upgraded to include new versions of FileNet Capture Fax Entry and RightFax which will integrate with Image Services 4.2.0. A RightFax vendor will also be assisting VATAx with this upgrade.
- Candidate must have 3+ years experience training and/or mentoring staff for FileNet System Administration of Image Services 4.2 (Basic to Advanced), FileNet Capture Fax Entry 5.X. Experience relevant to these

topics should be evidenced: o Identify and discuss Image Services and Capture architecture, services, processes and hardware component integration.

1. Configuration of Image Services and Capture and its impact on product's Performance
2. Application Management
3. Troubleshooting/Resolution Management – Network vs. Image Services configuration
4. Systems Performance Monitoring
5. Disaster Planning and Recovery and Backups
6. Storage Management
7. Generating “health check” reports and interpretation of these reports for additional tuning of Image Services

TFS/ALM:

In Cycle's VS2010 Jump Start is a 10-day engagement designed to allow software development teams to adopt VS2010 rapidly and efficiently. It is composed of a series of focused sessions and workshops providing tools usage training, best practices knowledge transfer and development process guidance.

Recommended Skill sets needed (vendor specific requirements will be provided by In Cycle)

Automated Testing- Solutions Architect:

Architect with 3-5 years (or more) of solid experience with application testing tools/techniques must be able to assist in architecting an overall application testing solution.

Multiple years experience with application testing, in general, and at least some direct experience with the use of automated testing tools.

Familiarity with standard application life-cycle management practices is required. Assisting in defining the testing strategy and mentoring/training others on industry-standard-best-practice testing techniques is required.

The candidate must have excellent analytical, communication, and documentation skills and must be comfortable working with people of all experience levels, from end-users

TSC:

Considerable knowledge of Microsoft Operating systems; Windows XP and Windows 7; Working knowledge of MS Office, Outlook .

Considerable knowledge of pc hardware, peripherals & networks

Ability to use software tools (dameware etc) to remotely connect to workstations.

Excellent troubleshooting skills

Ability to perform software installations, configurations and troubleshooting hardware and software.

Customer service oriented..

Excellent organizational skills

Excellent communication skills

Excellent troubleshooting and analytical skills.

Ability to multi-task.

BReT IRMS Maintenance and Enhancement Support - FY17/18

BRT Type:	Business Requirement for Existing Technology
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Date Submitted:	3/29/2016
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Mandate:	Yes
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Mission Critical:	Yes
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Description:

The Department of Taxation requests approval to allocate TAX staff and enter into a Staff Augmentation contract for developers to perform maintenance and enhancement support TAX Integrated Revenue Management System (IRMS). These resources will also assist with implementing legislative changes, routine maintenance, and systems enhancements aimed at operational efficiency, cost savings, cost avoidance, and improved customer service.

System maintenance requirements:

1. Ensure TAX applications are performing to the functional detail requirements in support of daily business operation

2. Ensure TAX application are available per the business needs
3. Ensure TAX applications are patched and upgraded to ensure continued vendor support and adequate security

System enhancements requirements:

1. Ensure improved worker productivity and make TAX employment attractive to future workforce
2. Ensure TAX applications are performing to the requirement of TAX and the Commonwealth's strategic direction
3. Improve information sharing to optimize current business functions
4. Expand the support of TAX applications and productivity tools that support the recommendations on streamlining government operations

5. Ensure programs and tools which enable all citizens to interact with TAX 24x7 – Safely and Securely

Mandated System enhancement requirements:

1. Ensure TAX applications are performing to state and federal mandated requirements
2. Ensure TAX applications are in compliance with security standards

Furthermore, this request is to provide administrative, security, application analysis, design and development support for IRMS via the following work areas: Advantage Revenue, VTOL (Virginia TAX Online), Report and interfaces, Unix and Database Administration, Siebel, and Return Reconstruction and Compliance Repository (CR), Processing (TACS/KFI and Filenet), Budgeting, Administration and ALM, Microsoft Architecture, Voice and Engineering, TAX Support Center (TSC) and Security planning and administration/ISO.

TAX request staff augmentation support for Taxation's Enterprise Applications and Systems:

AR Environment:

Powerbuilder developer's requirements: developers with 10 + years of experience in the following: SQL, Object oriented software design and development, Powerbuilder version 10.5 or higher and Oracle Database version 10G. Functional and technical knowledge in designing, developing and maintaining TAX processing and revenue management system is highly preferred.

eFile Developer:

Developer with 5+ years of development experience in the following: Oracle, XML, SOA, Visual Basic .net, Internet design and development, and knowledge of electronic tax return applications

Windows Engineer:

- Min 10 year work experience setting up, configuring, and troubleshooting Microsoft Windows Server 2008, and 2012
- Min 7 years experience with IIS configuration and administration
- Min 5 year work experience with SMS

Security Administration requirements:

- Active Directory Administration Experience (prefer 3-4 years of experience)
- Candidate should have experience administering NTFS files system access privileges (prefer 3-4 years of experience)
- Working knowledge of Windows 7 Operating System
- Candidate will need to have the ability to help create documentation and, thus, experience utilizing Microsoft Office.
- Since this person will be communicating directly with the user population, communicating user account credentials and possibly troubleshooting issues with those credentials, this person would need to have outstanding customer service skills.
- Candidate should possess strong problems solving and analytical skills.
- Other skills that will be necessary, we can train in-house.

VTOL:

- Developers with 4 + years of project management experience
- In-depth knowledge of web site design concepts
- Possesses strong analytical skills for assessing cause and effect relationships
- Demonstrates resourcefulness in compiling presentations and reports
- Adapts easily in interpersonal situations
- 5+ years web development experience in Java J2EE version 1.4 or higher
- 5+ years development experience using JBoss Enterprise Application server version 4.1 or Weblogic

version 9 or higher or Websphere version 6 or higher

- 3+ years development experience using Seam and/or Hibernate - 3 or more years of web development experience

- 5+ years development experience with Oracle version 10g or higher

5+ years development experience using SQL and PL/SQL Functional and technical knowledge in designing, developing and maintaining TAX processing and revenue management system is highly preferred

TACS/KFI

- Min 1 year work experience setting up and configuring MS Windows Server 2008 and 2012

- Min 1 year work experience with Oracle 12c

- Min 1 year work experience with Sql Server 2012

- Min 1 year work experience with Visual Basic scripting

- Min 1 year work experience with Service Oriented Architecture

- Min 1 year work experience within .Net framework (minimum 3.5 version and higher)

- Min 1 year work experience with Visual Studio 2013

- Min 1 year work experience with PL/SQL or Oracle SQL Developer

- Min 1 year work experience with XML

- Work experience and knowledge of COM architecture (registering and un-registering DLLs)

FileNet:

- FileNet Certified Professional:

- Candidate must be a FileNet Certified Professional – Image Manager (Image Services) as Administrator and Product Technical Support, with a minimum of 10 years of work experience as a FileNet System Administrator who has been responsible for maintaining, upgrading and providing support of large, mission critical FileNet Image Services Systems.

- Candidate must be employed by a current IBM FileNet Software ValueNet Support Provider 2

- Candidate must have demonstrated experience upgrading FileNet Image Services V4.2 or higher to P8 on a Windows/UNIX / Oracle based platform. This includes interfacing with Oracle DBAs who are responsible for upgrading and migrating the databases and interfacing with UNIX administrators who were responsible for upgrading the Operating System of server hardware hosting Image Services in both instances; an upgrade on existing server hardware and an upgrade on new server hardware. At this given time, it is uncertain of the migration path VATAx will undertake.

- Candidate must have performed (independently or functioned as essential personnel) on a minimum of two Image Services System upgrades for one FileNet Image Services upgrade instance. This should include a development or test environment and a production environment. The production environment must have been for a large Image Services MSAR Repository of over 8 Terabytes.

- Candidate must have demonstrated experience installing, configuring and testing FileNet Capture Fax Entry V 5.X or higher integrated with Image Services 4.2.0 and Right Fax software. VATAx supports FileNet's inbound faxing capability via a FAX Server which will be upgraded to include new versions of FileNet Capture Fax Entry and RightFax which will integrate with Image Services 4.2.0. A RightFax vendor will also be assisting VATAx with this upgrade.

- Candidate must have 3+ years experience training and/or mentoring staff for FileNet System Administration of Image Services 4.2 (Basic to Advanced), FileNet Capture Fax Entry 5.X. Experience relevant to these topics should be evidenced:

1. Configuration of Image Services and Capture and its impact on product's Performance

2. Application Management

3. Troubleshooting/Resolution Management – Network vs. Image Services configuration

4. Systems Performance Monitoring

5. Disaster Planning and Recovery and Backups

6. Storage Management

7. Generating "health check" reports and interpretation of these reports for additional tuning of Image Services

TFS/ALM:

Agile Coach with 5 years work experience implementing Agile development methodology, practices and standards to include but not limited to enterprise reporting and work prioritization.

Automated Testing- Solutions Architect:

Architect with 3-5 years (or more) of solid experience with application testing tools/techniques must be able to assist in architecting an overall application testing solution.

Multiple years experience with application testing, in general, and at least some direct experience with the

use of automated testing tools.

Familiarity with standard application life-cycle management practices is required. Assisting in defining the testing strategy and mentoring/training others on industry-standard-best-practice testing techniques is required.

The candidate must have excellent analytical, communication, and documentation skills and must be comfortable working with people of all experience levels, from end-users

TSC:

Considerable knowledge of Microsoft Operating systems; Windows 7 and Windows 10; Working knowledge of MS Office, Outlook .

Considerable knowledge of pc hardware, peripherals & networks

Ability to use software tools (dameware etc) to remotely connect to workstations.

Excellent troubleshooting skills

Ability to perform software installations, configurations and troubleshooting hardware and software.

Customer service oriented..

Excellent organizational skills

Excellent communication skills

Excellent troubleshooting and analytical skills.

Ability to multi-task.

BReT Jboss Upgrade

BRT Type: Business Requirement for Existing Technology

Date Submitted: 9/15/2014

Mandate: No

Mission Critical: Yes

Description:

This project is required to ensure the continued support of VTOL Applications. The Jboss upgrade project involves upgrading Java and JBoss from version 4.3 to 6.2. Unlike the typical upgrade this JBoss upgrade requires a partial rewrite of the VTOL applications: Internet File (iFile), Internet Registration (iReg), Quickpay, Non profit Organization (NPO) and External Entity Secure Message Center (EESMC). This upgrade is necessary because about 80% of the JBoss V4.3 features such as methods, functions, and classes are not supported in V6.2 which is a risk to the continuity of operation for these VTOL applications.

Business Requirements:

- Ensure VTOL applications are on vendor supported platforms
- Ensure TAX applications are compliant with the Commonwealth's security standards
- Provide the capability to secure and protect sensitive information

BReT MS server 2003 upgrade

BRT Type: Business Requirement for Existing Technology

Date Submitted: 9/29/2014

Mandate: Yes

Mission Critical: Yes

Description:

Support for MS server version 2003 will end 7/14/2015. In support of VITA/NG initiative to upgrade MS server 2003 TAX will migrate it's applications to a vendor supported servers provided by NG.

BReT Siebel Upgrade 8.1

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/24/2014
Mandate:	Yes
Mission Critical:	Yes

Description:

In an effort to remain compliant with the Commonwealth's security standards, TAX will be upgrading Oracle version 11.2.0.4 to Oracle 12c and in support is VITA standards TAX will be upgrading internet explorer (IE) from IE8 to IE10. The previous version of Oracle will reach end of life for standard support 1/31/2015 and VITA mandate to upgrade to IE10 is April 2014. The current version of Siebel 8.0 does not support Oracle 12c or IE10. However, Siebel version 8.1 supports IE10 and higher and Oracle 12ca and higher thus TAX must upgrade to Siebel 8.1 to maintain vendor support and to comply with the Commonwealth's security standards and VITA mandate.

Tax staffing is insufficient to affect the upgrade and maintain the existing application. The current version of Siebel - Version 8.0 is not supported on Oracle 12c or Internet Explorer (IE) 10. TAX is actively upgrading to: Oracle 12c in order to comply with Commonwealth's security standards and IE10 to comply with VITA standards. Oracle is providing free extended support for version 11.2.0.4 through 1/31/2016. All browsers and Oracle versions are supported on Siebel 8.1 thus the upgrade is required in order to maintain support. The upgrade to Siebel 8.1 with open UI is considered a major upgrade thus TAX will need assistance from Siebel professional services to affect the upgrade changes while maintaining the availability of the existing environment. Siebel has stated this is the last Upgrade version of the software and future releases will be in the form of patch releases.

BReT Single Signon

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/15/2014
Mandate:	No
Mission Critical:	Yes

Description:

TAX plans to consolidate its legacy Single Sign On application that is currently built on Visual Basic Version 6 architecture to a .NET application

- Requirements:
- o Re-architect the Integrated Revenue Management System Single Sign On application to a modern platform
 - o Utilize modern LDAP, Kerberos, or NTLM authentication to utilize Active Directory Services
 - o Implement a two factor authentication to secure TAX's most critical data.

BReT SQL Server 2005

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/29/2014
Mandate:	Yes
Mission Critical:	

Description:

Support for SQL server database 2005 will end 4/12/2016. TAX will upgrade its SQL server databases to maintain vendor support.

BReT TaxWeb Redesign	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/15/2014
Mandate:	No
Mission Critical:	Yes
Description:	
<p>TAX currently has a comprehensive Web site for taxpayers to utilize to get needed information and perform various functions to exchange information with the agency. Whereas the current Web application has served us well, it is becoming somewhat outdated and needs to have functionality added to further increase the ability of taxpayers to interact electronically with Tax.</p> <p>Requirements:</p> <ul style="list-style-type: none"> o Redesign the Tax Web application to make it more efficient and effective o Add new functionality to increase the ability of taxpayers to interact electronically with Tax 	
BReT Upgrade Red Hat Linux 4.XX	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/29/2014
Mandate:	Yes
Mission Critical:	Yes
Description:	
<p>Support for VITA/NG Red Hat Linux server's with OS version 4.x ended 2/29/2012 . VITA/NG did not inform TAX that these systems were at end of life (EOL) and unsupported (see the VITA communication below). TAX has been working with NG to get these servers upgraded since February 2014.</p> <p>From: VITA Program Communications Sent: Wednesday, February 05, 2014 3:27 PM To: DL VITA Program - Agency Operations Managers Subject: {ATTN AOM}: RedHat update</p> <p>To AITRs at DBHDS, DOE/ COO, DOLI, VSP, VDEM, VDOT, DSS, DMME, DPOR, TAX, DJJ: RedHat Enterprise Linux server operating systems (OS) are being upgraded because they are approaching end of life and no longer will be supported by security patches. VITA and Northrop Grumman will be upgrading the RedHat Enterprise Linux (RHEL4) ≤.x server operating system OS to the RHEL6. This upgrade is being performed to enhance the security posture of the commonwealth's environment. Previous versions of RHEL OS are approaching end of life and no longer will be provided with security patches. You will be contacted with a list of servers needing to be migrated. Once this list is provided, a project manager will work with you to begin formal coordination efforts with your agency and to discuss targeted dates. You also will be requested to ensure agency applications are compatible for the upgrade. After a detailed risk review, if your agency chooses not to upgrade, you must file a security exception with Commonwealth Security and Risk Management in order to comply with SEC501. If you have any immediate questions or concerns about this effort, please contact your agency operations manager (AOM). The project manager for this effort, Lacey Dunphy, will be reaching out to you shortly with the list of targeted servers at your agency and will collaborate with you on this effort.</p>	
BReT Vendor Treasury Offset Program	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/15/2014

Mandate:	No
Mission Critical:	Yes
Description:	
The Department of Taxation requests approval to enter into a Staff Augmentation contract for developers to assist the Office of Technology with making the required changes to its core applications in support of the Vendor Treasury Offset Program. As a result of these changes, TAX will refer non-income debts for vendor payment offsets and taxpayer refunds to Treasury Offset Programs (TOPs)	
BReT VITA Transition Support-FY17/18	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	6/15/2016
Mandate:	No
Mission Critical:	Yes
Description:	
<p>The Department of Taxation requests approval to enter into a Staff Augmentation contract for consultants to provide support to perform required systems and infrastructure activities to facilitate TAX's participation in the Commonwealth's enterprise infrastructure transition. These resources will perform maintenance and enhancement to support TAX's systems as well as provide the required expertise to ensure TAX can be an early adopter in support of the Commonwealth's transition efforts. These resources will also assist with implementing legislative changes, routine maintenance, and systems enhancements aimed at operational efficiency, cost savings, cost avoidance, and improved customer service.</p> <p>System maintenance requirements:</p> <ol style="list-style-type: none"> 1. Ensure TAX applications are performing to the functional detail requirements in support of daily business operation 2. Ensure TAX application are available per the business needs 3. Ensure TAX applications are patched and upgraded to ensure continued vendor support and adequate security <p>System enhancements requirements:</p> <ol style="list-style-type: none"> 1. Ensure improved worker productivity and make TAX employment attractive to future workforce 2. Ensure TAX applications are performing to the requirement of TAX and the Commonwealth's strategic direction 3. Improve information sharing to optimize current business functions 4. Expand the support of TAX applications and productivity tools that support the recommendations on streamlining government operations 5. Ensure programs and tools which enable all citizens to interact with TAX 24x7 – Safely and Securely <p>Mandated System enhancement requirements:</p> <ol style="list-style-type: none"> 1. Ensure TAX applications are performing to state and federal mandated requirements 2. Ensure TAX applications are in compliance with security standards <p>Furthermore, this request is to provide administrative, security, application analysis, design and development support for IRMS via the following work areas: Advantage Revenue, VTOL (Virginia TAX Online), Report and interfaces, Unix and Database Administration, Siebel, and Return Reconstruction and Compliance Repository (CR), Processing (TACS/KFI and Filenet), Budgeting, Administration and ALM, Microsoft Architecture, Voice and Engineering, TAX Support Center (TSC) and Security planning and administration/ISO.</p> <p>TAX request staff augmentation support for Taxation's Enterprise Applications and Systems:</p> <p>AR Environment:</p> <p>Powerbuilder developer's requirements: developers with 10 + years of experience in the following: SQL, Object oriented software design and development, Powerbuilder version 10.5 or higher and Oracle Database version 10G. Functional and technical knowledge in designing, developing and maintaining TAX processing and revenue management system is highly preferred.</p> <p>eFile Developer:</p> <p>Developer with 5+ years of development experience in the following: Oracle, XML, SOA, Visual Basic .net, Internet design and development, and knowledge of electronic tax return applications</p>	

Windows Engineer:

- Min 10 year work experience setting up, configuring, and troubleshooting Microsoft Windows Server 2008, and 2012
- Min 7 years experience with IIS configuration and administration
- Min 5 year work experience with SMS

Security Administration requirements:

- Active Directory Administration Experience (prefer 3-4 years of experience)
- Candidate should have experience administering NTFS files system access privileges (prefer 3-4 years of experience)
- Working knowledge of Windows 7 Operating System
- Candidate will need to have the ability to help create documentation and, thus, experience utilizing Microsoft Office.
- Since this person will be communicating directly with the user population, communicating user account credentials and possibly troubleshooting issues with those credentials, this person would need to have outstanding customer service skills.
- Candidate should possess strong problems solving and analytical skills.
- Other skills that will be necessary, we can train in-house.

VTOL:

- Developers with 4 + years of project management experience
- In-depth knowledge of web site design concepts
- Possesses strong analytical skills for assessing cause and effect relationships
- Demonstrates resourcefulness in compiling presentations and reports
- Adapts easily in interpersonal situations
- 5+ years web development experience in Java J2EE version 1.4 or higher
- 5+ years development experience using JBoss Enterprise Application server version 4.1 or Weblogic version 9 or higher or Websphere version 6 or higher
- 3+ years development experience using Seam and/or Hibernate - 3 or more years of web development experience
- 5+ years development experience with Oracle version 12c
- 5+ years development experience using SQL and PL/SQL Functional and technical knowledge in designing, developing and maintaining TAX processing and revenue management system is highly preferred

TACS/KFI

- Min 1 year work experience setting up and configuring MS Windows Server 2008 and 2012
- Min 1 year work experience with Oracle 12c
- Min 1 year work experience with Sql Server 2012
- Min 1 year work experience with Visual Basic scripting
- Min 1 year work experience with Service Oriented Architecture
- Min 1 year work experience within .Net framework (minimum 3.5 version and higher)
- Min 1 year work experience with Visual Studio 2013
- Min 1 year work experience with PL/SQL or Oracle SQL Developer
- Min 1 year work experience with XML
- Work experience and knowledge of COM architecture (registering and un-registering DLLs)

Filenet:

· Filenet Certified Professional:

- Candidate must be a Filenet Certified Professional – Image Manager (Image Services) as Administrator and Product Technical Support, with a minimum of 10 years of work experience as a Filenet System Administrator who has been responsible for maintaining, upgrading and providing support of large, mission critical Filenet Image Services Systems.
- Candidate must be employed by a current IBM Filenet Software ValueNet Support Provider 2
- Candidate must have demonstrated experience upgrading Filenet Image Services V4.2 or higher to P8 on a Windows/UNIX / Oracle based platform. This includes interfacing with Oracle DBAs who are responsible for upgrading and migrating the databases and interfacing with UNIX administrators who were responsible for upgrading the Operating System of server hardware hosting Image Services in both instances; an upgrade on existing server hardware and an upgrade on new server hardware. At this given time, it is uncertain of the migration path VATAX will undertake.
- Candidate must have performed (independently or functioned as essential personnel) on a minimum of two Image Services System upgrades for one Filenet Image Services upgrade instance. This should include a

development or test environment and a production environment. The production environment must have been for a large Image Services MSAR Repository of over 8 Terabytes.

- Candidate must have demonstrated experience installing, configuring and testing Filenet Capture Fax Entry V 5.X or higher integrated with Image Services 4.2.0 and Right Fax software. VATAX supports Filenet's inbound faxing capability via a FAX Server which will be upgraded to include new versions of Filenet Capture Fax Entry and RightFax which will integrate with Image Services 4.2.0. A RightFax vendor will also be assisting VATAX with this upgrade.

- Candidate must have 3+ years experience training and/or mentoring staff for Filenet System Administration of Image Services 4.2 (Basic to Advanced), Filenet Capture Fax Entry 5.X. Experience relevant to these topics should be evidenced:
 - o Identify and discuss Image Services and Capture architecture, services, processes and hardware component integration.

1. Configuration of Image Services and Capture and its impact on product's Performance
2. Application Management
3. Troubleshooting/Resolution Management – Network vs. Image Services configuration
4. Systems Performance Monitoring
5. Disaster Planning and Recovery and Backups
6. Storage Management
7. Generating “health check” reports and interpretation of these reports for additional tuning of Image Services

TFS/ALM:

Agile Coach with 5 years work experience implementing Agile development methodology, practices and standards to include but not limited to enterprise reporting and work prioritization.

Automated Testing- Solutions Architect:

Architect with 3-5 years (or more) of solid experience with application testing tools/techniques must be able to assist in architecting an overall application testing solution.

Multiple years experience with application testing, in general, and at least some direct experience with the use of automated testing tools.

Familiarity with standard application life-cycle management practices is required. Assisting in defining the testing strategy and mentoring/training others on industry-standard-best-practice testing techniques is required.

The candidate must have excellent analytical, communication, and documentation skills and must be comfortable working with people of all experience levels, from end-users

TSC:

Considerable knowledge of Microsoft Operating systems; Windows 7 and Windows 10; Working knowledge of MS Office, Outlook .

Considerable knowledge of pc hardware, peripherals & networks

Ability to use software tools (dameware etc) to remotely connect to workstations.

Excellent troubleshooting skills

Ability to perform software installations, configurations and troubleshooting hardware and software.

Customer service oriented..

Excellent organizational skills

Excellent communication skills

Excellent troubleshooting and analytical skills.

Ability to multi-task.

BRnT Audit Case Management Mobile System

BRT Type: Business Requirement for New Technology

Date Submitted: 9/14/2014

Mandate: No

Mission Critical: Yes

Description:

The Case Management system will allow TAX field staff (auditors) to use tablets. The tablets would have an audit application that would replace Tax's existing audit case management and audit workbench applications.

These existing applications are dated. Auditors could connect wherever a cell signal was available. The applications would have the ability to work disconnected in the event there is no cell signal available. The system will have the ability to accept a credit/debit card or electronic check, and the ability to exchange encrypted electronic documents with taxpayers. The system will integrate directly with Tax's core application Advantage Revenue (AR) so audit returns could be loaded automatically with the appropriate compliance code and no additional involvement by other staff.

As technology moves to more mobile platforms, TAX needs to enable systems to utilize and interface with them. This solution will allow TAX staff the use of a tablet and/or smart phone in the field to assist taxpayers with filing returns and paying their taxes. The field rep would pull out their smart device and file the returns electronically, with the use of a Square which is an electronic device that is attached to a tablet or Smartphone that can process credit card payments. The rep will be able to take the payment electronically and have the confirmation of the filing and the payment emailed to the taxpayer. This presents an opportunity for educating the taxpayer and achieving the Commonwealth/TAX goals for electronic filing and payment. This is more secure for taxpayers and would decrease paperwork for the customers and the agent, thereby saving the customer and TAX time and money because funds will be processed to the bank more efficiently, with no delays or costs for mailing and there is no paper return or check process.

BRnT Cobol Migration to Java

BRT Type:	Business Requirement for New Technology
Date Submitted:	9/15/2014
Mandate:	No
Mission Critical:	Yes

Description:

Cobol migration to Java involves a complete rewrite of COBOL programs to Java. Currently the IRMS Advantage Revenue application contains a total of 38 COBOL programs. The purpose of this project is to rewrite AR Cobol batch jobs in JAVA using the Spring Batch framework.

Requirements:

- o Provide cost saving and avoidance for the Commonwealth by eliminating the need for Cobol licenses
- o Save hardware costs by reducing the number of AR batch servers.
- o Ensure process scalability to improve performance during peak times
- o Ensure the framework is reusable to support shorter implementation times
- o Ensure the ability to maintain staffing, since Java skills are readily available and are not as scarce as COBOL skills.
- o Provide the ability to support resource retooling and retention. Learning a new technology increases leverage and motivation to Cobol and PowerBuilder developers.

BRnT eGovernment Self Help Expansion (My Virginia TAX)

BRT Type:	Business Requirement for New Technology
Date Submitted:	9/14/2014
Mandate:	No
Mission Critical:	Yes

Description:

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

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

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

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

Taxpayers would be able to access a complete history of their account including past filings, payments made, refunds issued (including Where's My Refund status while pending), correspondence that was sent assessments/bills pending (and paid).

BRnT Improved Security of Taxpayer Data and Agency Applications

BRT Type: Business Requirement for New Technology

Date Submitted: 5/19/2015

Mandate: No

Mission Critical: Yes

Description:

TAX requires approval to procure the following software products to ensure additional security of Taxpayer Data (TAX assumes the vendor will provide and install the software):

- Risk Assessment – A risk management platform to properly assess and report on agency security risks
- User Provision Software – While the Agency has a tool for tracking access to various systems – it is a tracking tool, not an enforcement tool. The Commonwealth's new Security Standards require reporting on access levels, immediate revocation of access as needed, etc. This request will provide software that not only tracks access, but assist with granting and terminating access, access reconciliations, reporting, and ensuring proper protocol has been followed.

BRnT- Improved Security of Taxpayer Data and Agency Applications

BRT Type: Business Requirement for New Technology

Date Submitted: 5/14/2015

Mandate: No

Mission Critical: Yes

Description:

TAX requires approval to procure the following software products to ensure additional security of Taxpayer Data (TAX assumes the vendor will provide and install the software):

- Risk Assessment – A risk management platform to properly assess and report on agency security risks
- User Provision Software – While the Agency has a tool for tracking access to various systems – it is a tracking tool, not an enforcement tool. The Commonwealth's new Security Standards require reporting on access levels, immediate revocation of access as needed, etc. This request will provide software that not only tracks access, but assist with granting and terminating access, access reconciliations, reporting, and ensuring proper protocol has been followed.

BRnT Security Initiatives

BRT Type: Business Requirement for New Technology

Date Submitted: 9/15/2014

Mandate: No

Mission Critical:	
Description:	
TAX requires approval to augment staff and procure additional security software products to ensure enhanced security of taxpayer data. This request will provide software and staff that will not only track access, but assist with granting and terminating access, access reconciliations, reporting, and ensuring proper protocol has been followed when utilizing/consuming taxpayer data.	
Please remove added in error - BReT Windows XP operating system	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/29/2014
Mandate:	Yes
Mission Critical:	
Description:	
This upgrade is complete. All systems were refreshed by July 2013. Vendor support for windows XP ended 4/08/2014. TAX upgraded it's systems to widown 7 in order to maintain vendor support.	
Remove- BRnT Collection and Audit Case Management Mobile System	
BRT Type:	Business Requirement for New Technology
Date Submitted:	
Mandate:	
Mission Critical:	No
Description:	
<p>Mobile Collection and Case Management system will allow TAX field staff (auditors/collectors) to use tablets. The tablets would have an audit application that would encompass audit case management and audit workbench. Auditors could connect where ever a cell signal was available. The application would have the ability to work disconnected in the event there is no cell signal available. The system will have the ability to accept a credit/debit card or electronic check, and the ability to exchange encrypted electronic documents with taxpayers. The system will integrate directly with AR so audit returns could be loaded automatically w/the appropriate compliance code and no additional involvement by other staff.</p> <p>As technology moves to more mobile platforms, TAX needs to enable systems to interface with them. It also makes sense for TAX staff, especially those in the field to have the same tools as our customers. This solution will allow TAX staff the use of a tablet and/or smart phone in the field to assist taxpayers with filing returns and paying their taxes. The field rep would pull out his smart device and file the returns electronically, with the use of a Square which is an electronic device that is attached to a tablet or Smartphone that can process credit card payments. The rep will be able to take the payment electronically and have the confirmation of the filing and the payment emailed to the taxpayer. This presents an opportunity for educating the taxpayer and achieving the Commonwealth/TAX goals for electronic filing and payment. This would decrease paperwork for the agent and save TAX time and money because funds will be processed to the bank more efficiently, no delays or costs for mailing and there is no paper return or check process.</p>	
TAX IT Sourcing BReT	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/23/2016
Mandate:	No

Mission Critical: Yes

Description:

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

Messaging:

VITA is initiating disentanglement from NG messaging services in 2016. Messaging Services for email, enterprise collaboration services, and mobile device management are required for upwards of 1,000 users in our agency. We also have multiple applications that have hooks into messaging services which will need to be tested. Workplace Collaboration Services (VITA provided SharePoint), TAX does not use WCS SharePoint. We have 0 (no) applications serviced via AirWatch which will need remediation.

IBM Mainframe: Does not apply

Server/storage (including housing of equipment):

VITA is initiating disentanglement from NG servers and storage. TAX has 324 servers (including DR) which will need to be migrated and tested during this transition. More than 140 application/software will be affected by this move and will need to be tested.

Authentication/directory services:

TAX has more than 170 (server and desktop) application/software which will need to be migrated and tested during the authentication/directory services transition. The number of users (internal and external) is 800 internal and 200 external.

End user computing:

TAX has 541 desktops and 800 laptops and 51 network printers which will need to be migrated.

Data networks:

TAX 1 network in Danville that is ERCS not MPLS which will need to be migrated.

Voice Networks: Does not apply

Cloud Computing:

TAX is investigating moving TBD number of applications to a Cloud services vendor. The business reason for the move is to reduce costs; increase efficiencies; and reduce IT agency footprint. Current applications are not cloud ready. The Agency will need to bring in outside consulting services to assess what needs to be done to applications and supporting infrastructure in order to become cloud ready.

Security Services:

To meet Commonwealth Security requirements, TAX will procure outside security services from an outside vendor utilizing DPB funds.

Internet Usage:

TAX projects that internet usage will increase by ~50% due to migration to cloud services for Mail, Collaboration, and storage. 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.

Report Title: Appendix A 16 - 18 Report

Agency: Department of Taxation (TAX)

Date: 4/5/2017

Agency Head Approval:

No

Budget Category: Major Projects

Audit Case Management Mobile System

Oversight and Governance Category: Category 2: High/Medium or High/Low or Medium/High

Appropriation Act/Funding Status

Investment Business Case Approval - Partially Funded GF

The Case Management system will allow TAX field staff (auditors) to use tablets. The tablets would have an audit application that would replace Tax's existing audit case management and audit workbench applications. These existing applications are dated. Auditors could connect wherever a cell signal was available. The applications would have the ability to work disconnected in the event there is no cell signal available. The system will have the ability to accept a credit/debit card or electronic check, and the ability to exchange encrypted electronic documents with taxpayers. The system will integrate directly with Tax's core application Advantage Revenue (AR) so audit returns could be loaded automatically with the appropriate compliance code and no additional involvement by other staff.

As technology moves to more mobile platforms, TAX needs to enable systems to utilize and interface with them. This solution will allow TAX staff the use of a tablet and/or smart phone in the field to assist taxpayers with filing returns and paying their taxes. The field rep would pull out their smart device and file the returns electronically, with the use of a Square which is an electronic device that is attached to a tablet or Smart phone that can process credit card payments. The rep will be able to take the payment electronically and have the confirmation of the filing and the payment emailed to the taxpayer. This presents an opportunity for educating the taxpayer and achieving the Commonwealth/TAX goals for electronic filing and payment. This is more secure for taxpayers and would decrease paperwork for the customers and the agent, thereby saving the customer and TAX time and money because funds will be processed to the bank more efficiently, with no delays or costs for mailing and there is no paper return or check process.

The purpose of the proposed Field Audit mobile application is to attempt to consolidate all audit case management applications into a single system utilized by all of the Tax auditors. However, if this objective of a single system is not feasible, Tax still needs to replace the Field audit software with a single up-to-date mobile system. It would eliminate the field audit's multiple pieces of technology with a single new and fully supported system. The mobile application would have connectivity and integration with the agency core applications; therefore the auditors would have the capability to synchronize their lap-top case data with the server case data when connected to the server, saving time on downloading and reconciliation. Security would also improve since, after completion of the audit, the taxpayer data would be stored on agency servers instead of a laptop. The taxpayer data would be at less risk should a laptop be damaged, lost or stolen.

Planned project start date:	11/30/2015	Planned project end date:	6/30/2019
PPEA Involvement:	No		

Estimated Costs:	Total	General Fund	Nongeneral Fund	
Project Cost (estimate at completion):	\$3,039,850	\$3,039,850	\$0	
Estimated project expenditures first year of biennium:	\$0	\$0	\$0	
Estimated project expenditures second year of biennium:	\$1,500,000	\$1,500,000	\$0	

Funding Required:	Total	General	Nongeneral	
Funding required for first year of biennium:	\$750,000	\$750,000	\$0	
Funding required for second year of biennium	\$750,000	\$750,000	\$0	
Service Area			Weight	
161 TAX 73217 Customer Services			Primary	
161 TAX 73219 Compliance Collections			Primary	
161 TAX 73214 Tax Return Processing			Secondary	
Project Related Procurements				
Audit Case Management Mobile System- Procurement				
Procurement Description:	<p>The Case Management system will allow TAX field staff (auditors) to use tablets. The tablets would have an audit application that would replace Tax's existing audit case management and audit workbench applications. These existing applications are dated. Auditors could connect wherever a cell signal was available. The applications would have the ability to work disconnected in the event there is no cell signal available. The system will have the ability to accept a credit/debit card or electronic check, and the ability to exchange encrypted electronic documents with taxpayers. The system will integrate directly with Tax's core application Advantage Revenue (AR) so audit returns could be loaded automatically with the appropriate compliance code and no additional involvement by other staff.</p> <p>As technology moves to more mobile platforms, TAX needs to enable systems to utilize and interface with them. This solution will allow TAX staff the use of a tablet and/or smart phone in the field to assist taxpayers with filing returns and paying their taxes. The field rep would pull out their smart device and file the returns electronically, with the use of a Square which is an electronic device that is attached to a tablet or Smartphone that can process credit card payments. The rep will be able to take the payment electronically and have the confirmation of the filing and the payment emailed to the taxpayer. This presents an opportunity for educating the taxpayer and achieving the Commonwealth/TAX goals for electronic filing and payment. This is more secure for taxpayers and would decrease paperwork for the customers and the agent, thereby saving the customer and TAX time and money because funds will be processed to the bank more efficiently, with no delays or costs for mailing and there is no paper return or check process.</p>			
Planned Delivery Date:	6/30/2019			
eGovernment Self Help Expansion My Virginia TAX				
Oversight and Governance Category: Category 2: High/Medium or High/Low or Medium/High				
Appropriation Act/Funding Status			Investment Business Case Approval - Partially Funded GF	
<p>My Virginia TAX is the Department's version of "My Account" which will allow taxpayers (individuals and businesses) to access their data/information online with the use of a more robust single sign-on/ authentication portal with security questions to allow for self-service when they forget their password. Today TAX maintains multiple systems with multiple Login entry points. Taxpayers have long complained about not being able to go to one place on our website to access our online systems. The My Virginia TAX concept would include an improved version of the functionality we provide today, as well as provide new functionality that is not there today. Taxpayers would be able to electronically file and pay any tax.</p>				

Taxpayers would be able to access a complete history of their account including past filings, payments made, refunds issued (including Where's My Refund status while pending), correspondence that was sent assessments/bills pending (and paid).

Planned project start date:	3/1/2016	Planned project end date:	1/30/2019
PPEA Involvement:	No		

Estimated Costs:	Total	General Fund	Nongeneral Fund
Project Cost (estimate at completion):	\$2,506,492	\$2,506,492	\$0
Estimated project expenditures first year of biennium:	\$506,492	\$506,492	\$0
Estimated project expenditures second year of biennium:	\$1,000,000	\$1,000,000	\$0

Funding Required:	Total	General	Nongeneral
Funding required for first year of biennium:	\$506,492	\$506,492	\$0
Funding required for second year of biennium:	\$1,000,000	\$1,000,000	\$0

Service Area	Weight
161 TAX 73217 Customer Services	Primary
BRnT eGovernment Self Help Expansion (My Virginia TAX)	Primary
161 TAX 73219 Compliance Collections	Secondary

There are no procurements for this project.

Budget Category: Non-Major Projects

Cobol Migration to Java

Oversight and Governance Category: Category 3: Medium/medium, Medium/Low, Low/High

Appropriation Act/Funding Status Investment Business Case Approval -

Currently the IRMS Advantage Revenue application contains a total of 38 COBOL programs. The purpose of this project is to rewrite AR Cobol batch jobs in JAVA using the Spring Batch framework. This migration will aid TAX's ability to maintain staffing, since Java skills are readily available, unlike Cobol.

Planned project start date:	6/1/2016	Planned project end date:	12/31/2018
PPEA Involvement:	No		

Estimated Costs:	Total	General Fund	Nongeneral Fund
Project Cost (estimate at completion):	\$980,550	\$980,550	\$0
Estimated project expenditures first year of biennium:	\$100,000	\$100,000	\$0

Estimated project expenditures second year of biennium:	\$490,275	\$490,275	\$0	
Funding Required:				
	Total	General	Nongeneral	
Funding required for first year of biennium:	\$100,000	\$100,000	\$0	
Funding required for second year of biennium	\$490,275	\$490,275	\$0	
Service Area			Weight	
BRnT Cobol Migration to Java			Primary	
Project Related Procurements				
COBOL Migration to Java- Procurement				
Procurement Description:	Currently the IRMS Advantage Revenue application contains a total of 38 COBOL programs. The purpose of this project is to rewrite AR Cobol batch jobs in JAVA using the Spring Batch framework. This migration will aid TAX's ability to maintain staffing, since Java skills are readily available, unlike Cobol.			
Planned Delivery Date:	12/23/2015			
Single Sign on				
Oversight and Governance Category: Category 4: Low/Medium, Low/Low				
Appropriation Act/Funding Status			Investment Business Case Approval -	
TAX plans to consolidate its legacy Single Sign On application that is currently built on Visual Basic Version 6 architecture to a .NET application				
Requirements:				
o Re-architect the Integrated Revenue Management System Single Sign On application to a modern platform				
o Utilize modern LDAP, Kerberos, or NTLM authentication to utilize Active Directory Services				
o Implement a two factor authentication to secure TAX's most critical data.				
Planned project start date:	6/16/2017	Planned project end date:	9/28/2018	
PPEA Involvement:	No			
Estimated Costs:				
	Total	General Fund	Nongeneral Fund	
Project Cost (estimate at completion):	\$262,000	\$262,000	\$0	
Estimated project expenditures first year of biennium:	\$0	\$0	\$0	
Estimated project expenditures second year of biennium:	\$100,000	\$100,000	\$0	
Funding Required:				
	Total	General	Nongeneral	
Funding required for first year of biennium:	\$0	\$0	\$0	

Funding required for second year of biennium	\$100,000	\$100,000	\$0	
Service Area			Weight	
BReT Single Signon			Primary	
There are no procurements for this project.				
Tax JBoss Upgrade				
Oversight and Governance Category: Category 3: Medium/medium, Medium/Low, Low/High				
Appropriation Act/Funding Status			Investment Business Case Approval -	
This project is required to ensure the continued support of VTOL Applications. Unlike the typical upgrade this JBoss upgrade requires a partial rewrite of the VTOL applications: Internet File (iFile), Internet Registration (iReg), Quickpay, Non profit Organization (NPO) and External Entity Secure Message Center (EESMC). This upgrade is necessary because about 80% of the JBoss V4.3 features such as methods, functions, and classes are not supported in V6.2 which is a risk to the continuity of operation for these VTOL applications.				
Planned project start date:	2/1/2017	Planned project end date:	2/1/2018	
PPEA Involvement:	No			
Estimated Costs:	Total	General Fund	Nongeneral Fund	
Project Cost (estimate at completion):	\$999,200	\$999,200	\$0	
Estimated project expenditures first year of biennium:	\$599,200	\$599,200	\$0	
Estimated project expenditures second year of biennium:	\$400,000	\$400,000	\$0	
Funding Required:	Total	General	Nongeneral	
Funding required for first year of biennium:	\$599,200	\$599,200	\$0	
Funding required for second year of biennium	\$400,000	\$400,000	\$0	
Service Area			Weight	
BReT Jboss Upgrade			Primary	
Project Related Procurements				
JBoss Upgrade PBA- Procurement				
Procurement Description:	This project is required to ensure the continued support of VTOL Applications. The Jboss upgrade project involves upgrading Java and JBoss from version 4.3 to 6.2. Unlike the typical upgrade this JBoss upgrade requires a partial rewrite of the VTOL applications: Internet File (iFile), Internet Registration (iReg), Quickpay, Non profit Organization (NPO) and External Entity Secure Message Center (EESMC). This upgrade is necessary because about 80% of the JBoss V4.3 features such as methods, functions, and classes are not supported in V6.2 which is a risk to the continuity of operation for these VTOL applications.			

Planned Delivery Date:	12/15/2015		
TAX Web Redesign			
Oversight and Governance Category: Category 3: Medium/medium, Medium/Low, Low/High			
Appropriation Act/Funding Status		Project Initiation Approval -	
<p>The Web Redesign Phase I</p> <p>This phase of the project is to prepare the requirements from various stakeholders and website users to encapsulate recommended improvements to improve, simplify, educate and evolve the site into a TAX web presence with expanded capabilities.</p> <p>To accomplish these design objectives the project is comprised of three phases:</p> <p>A. Initiation and Planning</p> <p>B. Discovery</p> <p>C. Design</p> <p>The Discovery phase will focus on collecting current and future design requirements and presenting up to three web presence design options to TAX.</p> <p>The Design phase will focus on documenting the selected web presence option and finalizing the development requirements for phase II.</p> <p>The Web Redesign Phase II</p> <p>This phase of the project is to code, test and implement the new web presence designed in phase I. It is expected that the development efforts will follow an agile process where minor adjustments and tweaks are imposed with each sprint to deliver the designed solution. The design documentation will be adjusted as required to deliver a fully documented and operational TAX web presence to the end-user community.</p>			
Planned project start date:	5/9/2016	Planned project end date:	3/18/2017
PPEA Involvement:	No		
Estimated Costs:	Total	General Fund	Nongeneral Fund
Project Cost (estimate at completion):	\$875,000	\$863,200	\$0
Estimated project expenditures first year of biennium:	\$0	\$0	\$0
Estimated project expenditures second year of biennium:	\$0	\$0	\$0
Service Area	Weight		
161 TAX 73217 Customer Services	Primary		
BReT TaxWeb Redesign	Primary		
161 TAX 73214 Tax Return Processing	Secondary		
161 TAX 79902 Information Technology Services	Secondary		
Web Site Redesign Phase II FY13/14	Secondary		
Project Related Procurements			
TAXWeb Redesign Procurement			
Procurement Description:	TAX currently has a comprehensive Web site for taxpayers to utilize to get needed information and perform various functions to exchange information with the agency. The current website is becoming somewhat outdated and needs to have functionality added to further increase the ability of taxpayers to interact		

	electronically with Tax.		
Planned Delivery Date:	1/11/2016		

Report Title: Appendix A 16 - 18 Report

Agency: Department of Taxation (TAX)

Date: 4/5/2017

Agency Head Approval:

No

Stand Alone Major Procurements

Procurement Name:	Procurement IRMS Maintenance and Enhancement Support - FY17/18
Procurement Description:	<p>The Department of Taxation requests approval to allocate TAX staff and enter into a Staff Augmentation contract for developers to perform maintenance and enhancement support TAX Integrated Revenue Management System (IRMS). These resources will also assist with implementing legislative changes, routine maintenance, and systems enhancements aimed at operational efficiency, cost savings, cost avoidance, and improved customer service.</p> <p>System maintenance requirements:</p> <ol style="list-style-type: none"> 1. Ensure TAX applications are performing to the functional detail requirements in support of daily business operation 2. Ensure TAX application are available per the business needs 3. Ensure TAX applications are patched and upgraded to ensure continued vendor support and adequate security <p>System enhancements requirements:</p> <ol style="list-style-type: none"> 1. Ensure improved worker productivity and make TAX employment attractive to future workforce 2. Ensure TAX applications are performing to the requirement of TAX and the Commonwealth's strategic direction 3. Improve information sharing to optimize current business functions 4. Expand the support of TAX applications and productivity tools that support the recommendations on streamlining government operations 5. Ensure programs and tools which enable all citizens to interact with TAX 24x7 – Safely and Securely <p>Mandated System enhancement requirements:</p> <ol style="list-style-type: none"> 1. Ensure TAX applications are performing to state and federal mandated requirements 2. Ensure TAX applications are in compliance with security standards <p>Furthermore, this request is to provide administrative, security, application analysis, design and development support for IRMS via the following work areas: Advantage Revenue, VTOL (Virginia TAX Online), Report and interfaces, Unix and Database Administration, Siebel, and Return Reconstruction and Compliance Repository (CR), Processing (TACS/KFI and Filenet), Budgeting, Administration and ALM, Microsoft Architecture, Voice and Engineering, TAX Support Center (TSC) and Security planning and administration/ISO.</p> <p>TAX request staff augmentation support for Taxation's Enterprise Applications and Systems:</p> <p>AR Environment:</p> <p>Powerbuilder developer's requirements: developers with 10 + years of experience in the following: SQL, Object oriented software design and development, Powerbuilder version 10.5 or higher and Oracle Database version 10G. Functional and technical knowledge in designing, developing and maintaining TAX processing and revenue management system is highly preferred.</p> <p>eFile Developer:</p> <p>Developer with 5+ years of development experience in the following: Oracle,</p>

XML, SOA, Visual Basic .net, Internet design and development, and knowledge of electronic tax return applications

Windows Engineer:

- Min 10 year work experience setting up, configuring, and troubleshooting Microsoft Windows Server 2008, and 2012
- Min 7 years experience with IIS configuration and administration
- Min 5 year work experience with SMS

Security Administration requirements:

- Active Directory Administration Experience (prefer 3-4 years of experience)
- Candidate should have experience administering NTFS files system access privileges (prefer 3-4 years of experience)
- Working knowledge of Windows 7 Operating System
- Candidate will need to have the ability to help create documentation and, thus, experience utilizing Microsoft Office.
- Since this person will be communicating directly with the user population, communicating user account credentials and possibly troubleshooting issues with those credentials, this person would need to have outstanding customer service skills.
- Candidate should possess strong problems solving and analytical skills.
- Other skills that will be necessary, we can train in-house.

VTOL:

- Developers with 4 + years of project management experience
- In-depth knowledge of web site design concepts
- Possesses strong analytical skills for assessing cause and effect relationships
- Demonstrates resourcefulness in compiling presentations and reports
- Adapts easily in interpersonal situations
- 5+ years web development experience in Java J2EE version 1.4 or higher
- 5+ years development experience using JBoss Enterprise Application server version 4.1 or Weblogic version 9 or higher or Websphere version 6 or higher
- 3+ years development experience using Seam and/or Hibernate - 3 or more years of web development experience
- 5+ years development experience with Oracle version 10g or higher
- 5+ years development experience using SQL and PL/SQL Functional and technical knowledge in designing, developing and maintaining TAX processing and revenue management system is highly preferred

TACS/KFI

- Min 1 year work experience setting up and configuring MS Windows Server 2008 and 2012
- Min 1 year work experience with Oracle 12c
- Min 1 year work experience with Sql Server 2012
- Min 1 year work experience with Visual Basic scripting
- Min 1 year work experience with Service Oriented Architecture
- Min 1 year work experience within .Net framework (minimum 3.5 version and higher)
- Min 1 year work experience with Visual Studio 2013
- Min 1 year work experience with PL/SQL or Oracle SQL Developer
- Min 1 year work experience with XML
- Work experience and knowledge of COM architecture (registering and un-registering DLLs)

Filenet:

- Filenet Certified Professional:
- Candidate must be a Filenet Certified Professional – Image Manager (Image Services) as Administrator and Product Technical Support, with a minimum of 10 years of work experience as a Filenet System Administrator who has been responsible for maintaining, upgrading and providing support of large, mission

critical Filenet Image Services Systems.

- Candidate must be employed by a current IBM Filenet Software ValueNet Support Provider 2

- Candidate must have demonstrated experience upgrading Filenet Image Services V4.2 or higher to P8 on a Windows/UNIX / Oracle based platform. This includes interfacing with Oracle DBAs who are responsible for upgrading and migrating the databases and interfacing with UNIX administrators who were responsible for upgrading the Operating System of server hardware hosting Image Services in both instances; an upgrade on existing server hardware and an upgrade on new server hardware. At this given time, it is uncertain of the migration path VATAx will undertake.

- Candidate must have performed (independently or functioned as essential personnel) on a minimum of two Image Services System upgrades for one Filenet Image Services upgrade instance. This should include a development or test environment and a production environment. The production environment must have been for a large Image Services MSAR Repository of over 8 Terabytes.

- Candidate must have demonstrated experience installing, configuring and testing Filenet Capture Fax Entry V 5.X or higher integrated with Image Services 4.2.0 and Right Fax software. VATAx supports Filenet's inbound faxing capability via a FAX Server which will be upgraded to include new versions of Filenet Capture Fax Entry and RightFax which will integrate with Image Services 4.2.0. A RightFax vendor will also be assisting VATAx with this upgrade.

- Candidate must have 3+ years experience training and/or mentoring staff for Filenet System Administration of Image Services 4.2 (Basic to Advanced), Filenet Capture Fax Entry 5.X. Experience relevant to these topics should be evidenced:

1. Configuration of Image Services and Capture and its impact on product's Performance
2. Application Management
3. Troubleshooting/Resolution Management – Network vs. Image Services configuration
4. Systems Performance Monitoring
5. Disaster Planning and Recovery and Backups
6. Storage Management
7. Generating “health check” reports and interpretation of these reports for additional tuning of Image Services

TFS/ALM:

Agile Coach with 5 years work experience implementing Agile development methodology, practices and standards to include but not limited to enterprise reporting and work prioritization.

Automated Testing- Solutions Architect:

Architect with 3-5 years (or more) of solid experience with application testing tools/techniques

must be able to assist in architecting an overall application testing solution.

Multiple years experience with application testing, in general, and at least some direct experience with the use of automated testing tools.

Familiarity with standard application life-cycle management practices is required. Assisting in defining the testing strategy and mentoring/training others on industry-standard-best-practice testing techniques is required.

The candidate must have excellent analytical, communication, and documentation skills and must be comfortable working with people of all experience levels, from end-users

TSC:

Considerable knowledge of Microsoft Operating systems; Windows 7 and Windows 10; Working knowledge of MS Office, Outlook .

Considerable knowledge of pc hardware, peripherals & networks

Ability to use software tools (dameware etc) to remotely connect to workstations.
 Excellent troubleshooting skills
 Ability to perform software installations, configurations and troubleshooting hardware and software.
 Customer service oriented..
 Excellent organizational skills
 Excellent communication skills
 Excellent troubleshooting and analytical skills.
 Ability to multi-task.

Procurement Planned Start Date		Procurement Planned Completion Date	7/1/2016
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		Appropriation Act Status	
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Service Area	Weight
There are no service areas for this project.	

Procurement Name: VITA Transition Support-FY17/18

Procurement Description:
 The Department of Taxation requests approval to enter into a Staff Augmentation contract for consultants to provide support to perform required systems and infrastructure activities to facilitate TAX's participation in the Commonwealth's enterprise infrastructure transition. These resources will perform maintenance and enhancement to support TAX's systems as well as provide the required expertise to ensure TAX can be an early adopter in support of the Commonwealth's transition efforts. These resources will also assist with implementing legislative changes, routine maintenance, and systems enhancements aimed at operational efficiency, cost savings, cost avoidance, and improved customer service.

System maintenance requirements:
 1. Ensure TAX applications are performing to the functional detail requirements in support of daily business operation
 2. Ensure TAX application are available per the business needs
 3. Ensure TAX applications are patched and upgraded to ensure continued vendor support and adequate security

System enhancements requirements:
 1. Ensure improved worker productivity and make TAX employment attractive to future workforce
 2. Ensure TAX applications are performing to the requirement of TAX and the Commonwealth's strategic direction
 3. Improve information sharing to optimize current business functions
 4. Expand the support of TAX applications and productivity tools that support the recommendations on streamlining government operations
 5. Ensure programs and tools which enable all citizens to interact with TAX 24x7 – Safely and Securely

Mandated System enhancement requirements:
 1. Ensure TAX applications are performing to state and federal mandated requirements
 2. Ensure TAX applications are in compliance with security standards

Furthermore, this request is to provide administrative, security, application analysis, design and development support for IRMS via the following work areas: Advantage Revenue, VTOL (Virginia TAX Online), Report and interfaces, Unix and Database Administration, Siebel, and Return Reconstruction and Compliance Repository (CR), Processing (TACS/KFI and Filenet), Budgeting, Administration and ALM, Microsoft Architecture, Voice and Engineering, TAX Support Center (TSC) and Security planning and administration/ISO.

TAX request staff augmentation support for Taxation's Enterprise Applications and Systems:

AR Environment:

Powerbuilder developer's requirements: developers with 10 + years of experience in the following: SQL, Object oriented software design and development, Powerbuilder version 10.5 or higher and Oracle Database version 10G. Functional and technical knowledge in designing, developing and maintaining TAX processing and revenue management system is highly preferred.

eFile Developer:

Developer with 5+ years of development experience in the following: Oracle, XML, SOA, Visual Basic .net, Internet design and development, and knowledge of electronic tax return applications

Windows Engineer:

- Min 10 year work experience setting up, configuring, and troubleshooting Microsoft Windows Server 2008, and 2012
- Min 7 years experience with IIS configuration and administration
- Min 5 year work experience with SMS

Security Administration requirements:

- Active Directory Administration Experience (prefer 3-4 years of experience)
- Candidate should have experience administering NTFS files system access privileges (prefer 3-4 years of experience)
- Working knowledge of Windows 7 Operating System
- Candidate will need to have the ability to help create documentation and, thus, experience utilizing Microsoft Office.
- Since this person will be communicating directly with the user population, communicating user account credentials and possibly troubleshooting issues with those credentials, this person would need to have outstanding customer service skills.
- Candidate should possess strong problems solving and analytical skills.
- Other skills that will be necessary, we can train in-house.

VTOL:

- Developers with 4 + years of project management experience
 - In-depth knowledge of web site design concepts
 - Possesses strong analytical skills for assessing cause and effect relationships
 - Demonstrates resourcefulness in compiling presentations and reports
 - Adapts easily in interpersonal situations
 - 5+ years web development experience in Java J2EE version 1.4 or higher
 - 5+ years development experience using JBoss Enterprise Application server version 4.1 or Weblogic version 9 or higher or Websphere version 6 or higher
 - 3+ years development experience using Seam and/or Hibernate - 3 or more years of web development experience
 - 5+ years development experience with Oracle version 12c
- 5+ years development experience using SQL and PL/SQL Functional and technical knowledge in designing, developing and maintaining TAX processing and revenue management system is highly preferred

TACS/KFI

- Min 1 year work experience setting up and configuring MS Windows Server 2008 and 2012
- Min 1 year work experience with Oracle 12c
- Min 1 year work experience with Sql Server 2012
- Min 1 year work experience with Visual Basic scripting
- Min 1 year work experience with Service Oriented Architecture

- Min 1 year work experience within .Net framework (minimum 3.5 version and higher)
- Min 1 year work experience with Visual Studio 2013
- Min 1 year work experience with PL/SQL or Oracle SQL Developer
- Min 1 year work experience with XML
- Work experience and knowledge of COM architecture (registering and un-registering DLLs)

FileNet:

- FileNet Certified Professional:
 - Candidate must be a FileNet Certified Professional – Image Manager (Image Services) as Administrator and Product Technical Support, with a minimum of 10 years of work experience as a FileNet System Administrator who has been responsible for maintaining, upgrading and providing support of large, mission critical FileNet Image Services Systems.
 - Candidate must be employed by a current IBM FileNet Software ValueNet Support Provider 2
 - Candidate must have demonstrated experience upgrading FileNet Image Services V4.2 or higher to P8 on a Windows/UNIX / Oracle based platform. This includes interfacing with Oracle DBAs who are responsible for upgrading and migrating the databases and interfacing with UNIX administrators who were responsible for upgrading the Operating System of server hardware hosting Image Services in both instances; an upgrade on existing server hardware and an upgrade on new server hardware. At this given time, it is uncertain of the migration path VATAx will undertake.
 - Candidate must have performed (independently or functioned as essential personnel) on a minimum of two Image Services System upgrades for one FileNet Image Services upgrade instance. This should include a development or test environment and a production environment. The production environment must have been for a large Image Services MSAR Repository of over 8 Terabytes.
 - · Candidate must have demonstrated experience installing, configuring and testing FileNet Capture Fax Entry V 5.X or higher integrated with Image Services 4.2.0 and Right Fax software. VATAx supports FileNet's inbound faxing capability via a FAX Server which will be upgraded to include new versions of FileNet Capture Fax Entry and RightFax which will integrate with Image Services 4.2.0. A RightFax vendor will also be assisting VATAx with this upgrade.
 - Candidate must have 3+ years experience training and/or mentoring staff for FileNet System Administration of Image Services 4.2 (Basic to Advanced), FileNet Capture Fax Entry 5.X. Experience relevant to these topics should be evidenced:
 - o Identify and discuss Image Services and Capture architecture, services, processes and hardware component integration.
1. Configuration of Image Services and Capture and its impact on product's Performance
 2. Application Management
 3. Troubleshooting/Resolution Management – Network vs. Image Services configuration
 4. Systems Performance Monitoring
 5. Disaster Planning and Recovery and Backups
 6. Storage Management
 7. Generating “health check” reports and interpretation of these reports for additional tuning of Image Services

TFS/ALM:

Agile Coach with 5 years work experience implementing Agile development methodology, practices and standards to include but not limited to enterprise reporting and work prioritization.

Automated Testing- Solutions Architect:

Architect with 3-5 years (or more) of solid experience with application testing tools/techniques

must be able to assist in architecting an overall application testing solution. Multiple years experience with application testing, in general, and at least some direct experience with the use of automated testing tools. Familiarity with standard application life-cycle management practices is required. Assisting in defining the testing strategy and mentoring/training others on industry-standard-best-practice testing techniques is required. The candidate must have excellent analytical, communication, and documentation skills and must be comfortable working with people of all experience levels, from end-users

TSC:
 Considerable knowledge of Microsoft Operating systems; Windows 7 and Windows 10; Working knowledge of MS Office, Outlook .
 Considerable knowledge of pc hardware, peripherals & networks
 Ability to use software tools (dameware etc) to remotely connect to workstations.
 Excellent troubleshooting skills
 Ability to perform software installations, configurations and troubleshooting hardware and software.
 Customer service oriented..
 Excellent organizational skills
 Excellent communication skills
 Excellent troubleshooting and analytical skills.
 Ability to multi-task.

Procurement Planned Start Date		Procurement Planned Completion Date	9/1/2016
		Appropriation Act Status	
Service Area			Weight
There are no service areas for this project.			

Stand Alone Non-Major Procurements

Procurement Name:	eForms Development & Implementation Support FY15-18		
Procurement Description:	TAX requires approval to procure the services of NGNious Solutions to provide support to perform enhancement activities to expand the electronic submissions capability of the proprietary eForms system.		
Procurement Planned Start Date	11/28/2014	Procurement Planned Completion Date	6/29/2018
		Appropriation Act Status	
Service Area			Weight
There are no service areas for this project.			

Procurement Name:	FileNet Upgrade P8		
Procurement Description:	This procurement will utilize professional services to support and provide technical assistance to TAX with the FileNet Image Services Upgrade to the P8 version along with upgrading various additional tools related to TAX's mission critical imaging application, FileNet.		
Procurement Planned Start Date	10/15/2014	Procurement Planned Completion Date	5/2/2016
		Appropriation Act Status	

Service Area		Weight	
BReT Filenet Upgrade P8		Primary	
Procurement Name:	IRMS Maintenance and Enhancement Support - FY16		
Procurement Description:	<p>The Department of Taxation requests approval to allocate TAX staff and enter into a Staff Augmentation contract for developers to perform maintenance and enhancement support TAX Integrated Revenue Management System (IRMS). These resources will also assist with implementing legislative changes, routine maintenance, and systems enhancements aimed at operational efficiency, cost savings, cost avoidance, and improved customer service.</p> <p>TAX has considered hiring full time staff but has opted not because the additional full time staff will not be needed once the changes have been implemented.</p>		
Procurement Planned Start Date	9/22/2014	Procurement Planned Completion Date	6/30/2016
		Appropriation Act Status	
Service Area		Weight	
BReT IRMS Maintenance and Enhancement Support - FY16		Primary	