

# Report Title: IT Strategic Plan Summary

Agency: 799 Department of Corrections

Date: 3/7/2017

## 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?*

In March 2006, the Virginia Department of Corrections (VADOC) initiated the first phase of a major project — VirginiaCORIS — to replace a multitude of legacy applications with one single integrated modern technology application. Today, VirginiaCORIS is the primary management tool for managing offenders in Institutions, Community Corrections, and the Virginia Parole Board system. It is also used by local jails for reporting population. In 2011, offender incidents, discipline, programs, visitor tracking, and re-entry modules went live through a series of implementations. In 2012, the Department of Correctional Education legacy system was retired and replaced with VirginiaCORIS. Throughout 2013 and 2014, there were major system updates including the implementation of the Inmate Pay and Trust module, Gang Management, and the retirement of the State Compensation Board local jail-based system LIDS, which was replaced with VirginiaCORIS. VirginiaCORIS is the only system in the entire country to have all of these modules contained in a single database. In 2015-2016, modifications were implemented to support the CORIS Mobile app on the iPhone, iPad, and MS Surface devices. The changes also supported GED testing for the Division of Education and included significant enhancements for statistical reporting. Additionally, changes to the User Interface (UI) design provided CORIS with a more modern look and the ability to work in different browsers.

In 2014, an Electronic Healthcare Records (EHR) project began and is designed to replace a paper-based process for managing offender healthcare. The new EHR system will interface with VirginiaCORIS, providing users with a complete digital offender healthcare record. Funding for this critical initiative was withdrawn from the VADOC in the fall of 2014 and partially restored in 2016 to move forward with the women's correctional centers.

Through the implementation of the VADOC EHR solution, the agency will be able to improve service delivery, create greater accessibility of data and data sharing, enhance communications and collaboration across the medical services staff, and generate greater coordination of care. While an EHR implementation at the VADOC is a new endeavor for the agency, it has quickly become a standard in the medical industry. A successful implementation of the VADOC EHR will implement private industry best practices in our electronic information and data exchange, resulting in greater efficiencies in the administration, services, and processes of the agency.

The current Virginia Correctional Enterprises (VCE) Enterprise Resource Planning (ERP)/Material Requirements and Scheduling system has reached its end-of-life, and is no longer supported by the vendor. Therefore a system upgrade is critical to maintaining all business and manufacturing operations for VCE. The implementation of the new solution (INFOR Cloud Suite Industrial) will manage business processes, quality control, procurement options, accounting/invoicing, and warehousing/delivery options, providing improved responsiveness to customers, greater quality and value, and increased efficiencies. To ensure that training, support, maintenance, and appropriate oversight is available for this new system, additional positions have been identified and will be advertised.

The CTSU Offender Technology Unit (OFU) supports the agency mission by providing the analysis, design, implementation, monitoring and management of all technology utilized by incarcerated individuals throughout the agency's education programs and re-entry services. These programs and services include

education, re-entry, production, law library, library, food services, commissary and ministry. The unit is comprised of six (6) FTEs who support 4000+ offender use technology devices that are distributed throughout the agencies facilities and offices. The utilized technology includes, but not limited to: software and hardware specialized for the program/service, general purpose software, system software, interactive devices, workstations, laptops, printers, scanners, projectors, servers, network devices and infrastructure. OFU supports agency initiatives by sitting on technology solicitation committees and also assists vendors (JPAY, KEEFE, Liberty University, HomeWav) in the proper installation and support of their technology implemented in VADOC facilities. OFU provides consistency and quality of services across the entire offender technology portfolio, allows the professional staff to shift to higher value core activities by leveraging technology as a resource for increasing demands and aids offenders in transforming experience into knowledge.

Several proposed initiatives and unfunded investments required to support the agency's performance measures are outlined in the Strategic Plan and include, but are not limited to: LiveScan, Mug Shots, Offender KIOSKS and tablets, Web-Based GIS for Offender Data, and Data Warehouse and Business Intelligence Reporting. The Financial, Human Resources, Manufacturing, and other administrative areas of the Department are also technologically underserved, and there is no ERP application in place to support these areas of the Department. Staff must inefficiently enter redundant data in multiple applications, many business processes are handled manually, and management has insufficient real time access to quality data for essential decision-making functions. The VADOC could utilize the commercial, off-the-shelf Customer Relationship Manager (CRM) software to provide employees the ability to manage standard workflows. These workflows, such as the process of hiring employees, employee grievances, staff evaluations, and many others can be processed through a standardized workflow. VADOC employees are required to re-certify annually in CPR, First Aid, and AED; having the ability to re-certify online will provide more flexibility and reduce expenses as travel, lodging, and/or meals will not be required.

The VADOC is investing into its business intelligence/data analytics platform, in addition to strengthening its business intelligence and metadata software position. The VADOC has implemented a data warehouse in which two sources of data are stored, and will interface with other data sources to provide further data analysis.

Often, the Department of Corrections must choose between operational initiatives and technology to fund critical activities such as these.

### **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?***

IT staff are currently focused on delivering VirginiaCORIS maintenance upgrades and enhancing current system functionality related to inmate pay and trust. The Department has over 400 documented system enhancements which address automation or system ease of use for offender management. Additionally, technology staff are trying to ensure that the underlying application infrastructure be current with technology so as to not allow the system to become a legacy system as technology evolves. Over 8 applications servers are in process of being refreshed and upgraded to a supportable version of the server operating system in this fiscal year. A small subset of the technology staff have been assigned to the development of ifact – the agency data warehouse initiative. Data analytics is critical for an agency that strongly adheres to evidence based practices to be data driven in decision making and to support proven business initiatives. DOC is underfunded for all technology initiatives to include staffing. The CTSU technology staff has less than 45 full time employees to support a multitude of applications, offender technology, and almost 13,000

users many of which have unique business needs to support. CTSU must employ contractors to support both operations and new technology initiatives as full time staffing resources are neither provided or can be found at marketable salaries. Public Safety initiatives such as requiring a LiveScan palm and 10 fingerprints as well as an official mug shot on every offender under our supervision, has not been funded. Often, the DOC must choose between operational initiatives and technology to fund critical activities such as these. Homeland security issues, law enforcement activities, evidence based decision making, and improved data exchange at all levels of government are creating additional pressures for sharing information between agencies. This requires work on improving and standardizing infrastructure, databases, and data exchange methods. The CTSU staff is required to develop new skillsets to operate in this new environment; thereby increasing training demands and creation of new recruitment/retention issues.

The VADOC Human Resource Department performed an analysis of IT staffing and found that its Technology Unit is twenty-three (23) staff members short of being adequately staffed to support the operations of the agency.

Multiservice Integration (MSI) transition – the Department of Corrections will work in collaboration with VITA and the MSI to ensure a successful infrastructure transition.

This transition will affect several areas at the DOC:

Messaging Services for email, enterprise collaboration services, and mobile device management. The VADOC has applications that interface with messaging services and an application serviced via AirWatch.

Server/storage – the VADOC has a combination of physical/virtual servers which will need to be migrated.

Authentication/directory services – the VADOC has several applications which will need to be migrated.

End user computing – the VADOC has approximately 10K devices which will need to be migrated.

Voice Networks – the VADOC has approximately 9K UCaaS and non-UCaaS phone lines which will need to be migrated.

Cloud Computing – the VADOC is currently in the process of investigating implementing an electronic health records application in the cloud which will provide undeniable benefits such as: flexibility and scalability, disaster recovery, increased security, capital expenditure free and document control.

Internet Usage – the VADOC internet usage will increase approximately 33% due to the need for accessibility of business related websites and leveraging cloud resources which increases productivity while lowering cost.

### **Proposed IT Solutions**

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

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

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

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

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

The VADOC periodically initiates Business Requirement for Technology (BRT) to illustrate the compelling need for utilizing technology.

The VirginiaCORIS Project is providing enhanced functionality for offender management and gives the Department a platform that can grow with the expected but unpredictable demands of the future. The single

comprehensive database will enable data sharing that previously has not been easy to provide. VirginiaCORIS continues to be deployed in multiple stages with enhanced functionality based on the business needs of the Agency.

CTSU has partnered with the Virginia State Police, as well as the National Institute of Justice, Bureau of Justice Programs, and the FBI to improve information sharing initiatives. The VADOC sees the improvements in interoperability between law enforcement agencies and public safety agencies as being one of the cornerstones of our future technology initiatives. The VADOC would like to add technology staff in these areas to support these efforts. The VADOC also takes information security very seriously and is looking to add security staff and programs to ensure best practice and VITA security compliance.

# Report Title: Strategic Plan

Agency: Department of Corrections

Date: 3/7/2017

## Current IT Services

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Projected Service Fees	\$26,641,097	\$917,708	\$26,797,108	\$923,082
VITA Infrastructure Changes	\$0	\$0	\$0	\$0
Estimated VITA Infrastructure	\$26,641,097	\$917,708	\$26,797,108	\$923,082
Specialized Infrastructure	\$0	\$0	\$0	\$0
Agency IT Staff	\$4,521,980	\$0	\$4,521,980	\$0
Non-agency IT Staff	\$2,359,879	\$0	\$2,359,879	\$0
Cloud Computing Service	\$0	\$0	\$0	\$0
Other Application Costs	\$2,021,068	\$0	\$1,010,534	\$1,010,534
<b>Total</b>	<b>\$35,544,024</b>	<b>\$917,708</b>	<b>\$34,689,501</b>	<b>\$1,933,616</b>

## Proposed IT Investments

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Major IT Projects	\$2,911,083	\$0	\$2,290,857	\$0
Non-Major IT Projects	\$0	\$0	\$0	\$0
Agency-Level IT Projects	\$0	\$0	\$0	\$0
Major Stand Alone IT Procurements	\$7,177,783	\$1,042,895	\$7,177,783	\$1,042,895
Non-Major Stand Alone IT Procurements	\$907,550	\$585,061	\$498,600	\$136,430
Agency-Level Stand Alone IT Procurements	\$400,000	\$0	\$450,000	\$0
Procurement Adjustment for Staffing	\$0	\$0	\$0	\$0
<b>Total</b>	<b>\$11,396,416</b>	<b>\$1,627,957</b>	<b>\$10,417,240</b>	<b>\$1,179,325</b>

## Projected Total IT Budget

Category	Costs Year 1		Costs Year 2		Total Costs
	GF	NGF	GF	NGF	
Current IT Services	\$35,544,024	\$917,708	\$34,689,501	\$1,933,616	\$73,084,850
Proposed IT Investments	\$11,396,416	\$1,627,957	\$10,417,240	\$1,179,325	\$24,620,940
<b>Total</b>	<b>\$46,940,441</b>	<b>\$2,545,665</b>	<b>\$45,106,742</b>	<b>\$3,112,941</b>	<b>\$97,705,791</b>

**Report Title: Business Requirements For Technology****Agency:** Department of Corrections (DOC)**Date:** 3/7/2017**BReT - Inmate Telephone Services****BRT Type:** Business Requirement for Existing Technology**Date Submitted:** 2/2/2016**Mandate:** Yes**Mission Critical:** No**Description:**

Global Tel\*Link (GTL) handles offender phone calls for the Virginia Department of Corrections. Over the last five years, Virginia has been at the forefront of efforts to bring affordable phone service to incarcerated offenders, working with GTL to rein in the average cost of phone calls from Virginia state correctional facilities. The DOC in accordance with a State mandate will subsidize this effort. Inmates housed at the Department of Corrections and the Department of Juvenile Justice (DJJ) use pay phones located within DOC & DJJ facilities to contact their friends and family members. The phone system records calls, and the company provides software used by DOC & DJJ investigators to analyze calls for required investigations.

<http://governor.virginia.gov/newsroom/newsarticle?articleId=13740#sthash.Nwwy9xqZ.dpuf>

**BReT - Meridian – American Heart Association Online Training****BRT Type:** Business Requirement for Existing Technology**Date Submitted:** 9/19/2016**Mandate:** Yes**Mission Critical:** Yes**Description:**

Online CPR, First Aid, and AED training for employees who have completed their initial classroom certification so that they will have the ability to recertify in CPR, First Aid, and AED online. DOC employees are required to re-certify annually, and having the ability to re-certify online will provide more flexibility to the DOC and reduce expenses since no travel, lodging or meals will be required.

The DOC has standardized American Heart Association training for CPR, First Aid, and AED to ensure consistent training throughout the Agency, and DOC employees are required to re-certify annually for this training. The online training modules will be used for employees who have completed their initial classroom certification and will enable them recertify online.

**BReT - COMPAS Risk Needs Assessment****BRT Type:** Business Requirement for Existing Technology**Date Submitted:** 11/4/2016**Mandate:** No**Mission Critical:** Yes**Description:**

Northpointe is the developer and proprietor of the COMPAS application operated and used by the Virginia Department of Corrections Statewide. COMPAS is a major component of the Governor's Offender Reentry Plan and without the use of COMPAS re-entry goals may not be achieved.

**BRET - DOC Overall Audit Program****BRT Type:** Business Requirement for Existing Technology**Date Submitted:** 1/24/2017**Mandate:** No**Mission Critical:** No**Description:**

The audit of security for DOC programs needs to be completed

**BReT - Electronic Security Surveillance Equipment****BRT Type:** Business Requirement for Existing Technology**Date Submitted:** 12/23/2015**Mandate:** No**Mission Critical:** No**Description:**

Electronic Security Surveillance Equipment - these goods and services were originally procured under contract DOC-10-029, for acquisition and installation of electronic surveillance equipment for various facilities throughout the Commonwealth. It is imperative that VADOC has readily access to these equipment and services on an as-needed basis. It is therefore in the best interest of the agency to establish a term contract for these goods and services.

DOC is seeking to enter into a 5 year contract for \$20m at \$4m per year, this new contract is seeking to replace the existing vendor with additional new vendors, new facility construction is not included, this request covers break fixes and replacement of existing broken equipment only, and does not include any software or applications.

**BReT - Geographic Information System (GIS)****BRT Type:** Business Requirement for Existing Technology**Date Submitted:****Mandate:** No**Mission Critical:** No**Description:**

Purchase and implement a Geographic Information System for the DOC to support operational, management and control efforts in offender management. System will provide web-enabled data tracking tools to support monitoring, classification and housing trends of offenders in accordance with security level and facility locations

**BRet - GPS Monitoring/Voice Biometrics****BRT Type:** Business Requirement for Existing Technology**Date Submitted:** 11/2/2015**Mandate:** Yes

<b>Mission Critical:</b>	Yes
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<b>Description:</b>
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The Department of Corrections (DOC) is required by Code of Virginia (i.e. 19.2-295.2:1, 19.2-303.2) to use “electronic monitoring by means of a GPS (Global Positioning System) tracking device, or other similar device” for sexual offenders placed on Conditional Release as a Sexually Violent Predator (SVP), for sex offenders convicted of more than one failure to register, re-register, or give false information to the Sex Offender and Crimes Against Minors Registry, or for those offender for which the offender has the monitoring as part of their postrelease supervision for committal of certain sexual offenses. Also incorporated within the net for GPS are those sex offenders who have scored more that four on the Static 99 risk assessment but were not determined to be eligible as a Sexually Violent Predator (SVP).

Additionally, this form of monitoring is consistent with effective evidence based reentry practices supported by the Governor, Secretary of Public Safety, and the General Assembly in that it allows the DOC to focus efforts on the high risk cases. GPS is an effective public safety tool that gives Probation and Parole Officers access to current information on an offender’s whereabouts at any point and time and respond accordingly. This new vendor will provide the DOC with the option of two type of GPS equipment, a one or a two-piece system.

The DOC has utilized a voice biometric program for the past six years with great success. It fits with evidence based practices and cognitive programs by actively involving the offender. It also becomes a goal for the offender to earn their way to lower supervision levels and be removed from supervision. It provides the DOC with the means to have current information on the offenders as well as a reminder to the offender of our interest in their successful completion of supervision. For offenders who are on supervision with only fines, court costs, or restitution remaining, this has provided a simple, easytool for the offender and the DOC to keep on track for that obligation. In addition, the Department uses this technology as a supplemental supervision tool in high risk cases to institute curfew checks as well as cell phone locate and drug testing notification services.

<b>BReT - Greenville Radio System</b>
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<b>BRT Type:</b>	Business Requirement for Existing Technology
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<b>Date Submitted:</b>	3/1/2017
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<b>Mandate:</b>	No
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<b>Mission Critical:</b>	No
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<b>Description:</b>
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2 way radio subscriber units to onboard Greenville Correctional Center to the existing Sussex State Prison Radio System

<b>BReT - Inmate Electronic Communications</b>
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<b>BRT Type:</b>	Business Requirement for Existing Technology
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<b>Date Submitted:</b>	3/13/2017
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<b>Mandate:</b>	No
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<b>Mission Critical:</b>	Yes
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<b>Description:</b>
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The Department of Corrections is seeking to have a company install and maintain a separate IT network that would enable DOC inmates to place telephone calls and also enable inmates to use kiosks and tablets for services such as learning, training, scheduling, commissary ordering, banking, secured messaging, music, law library, E-books etc.

**BReT - LIVE SCAN and Mug Shots**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	10/30/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	

**Description:**

To complete the implementation of Live Scan Biometric Devices, including Palm devices for Community Corrections and Institutions. Additionally, the DOC would like to have a VA State Police approved mug shot on every offender in which we supervise.

**BReT - LiveScan Hardware and Maintenance**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	2/12/2015
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No

**Description:**

LiveScan devices are used for taking electronic finger and palm prints and then transmitted electronically to the Virginia State Police. The State Police use the prints to verify an offender's State Identification Number (SID) and return a report to the sending facility over the VCIN network.

This request includes 10 new portable palm systems for DOC facilities that house incarcerated offenders. Each device will be procured from ID Networks.

**BReT - Modification 56**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	10/18/2016
<b>Mandate:</b>	No
<b>Mission Critical:</b>	Yes

**Description:**

Contract Modification 56 is attached. The sole purpose of this Contract Modification is to extend the current Software Maintenance Contract by 60 days. The costs align with software development for both VirginiaCORIS and industry standards.

**BReT - Modification 57**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	12/14/2016
<b>Mandate:</b>	No
<b>Mission Critical:</b>	Yes

**Description:**

Contract Modification 57 is attached. The sole purpose of this Contract Modification is to revise and extend the current Software Maintenance Contract, from December 15, 2016, to October 14, 2019 (two years and

ten months).

#### **BReT - Modification 58**

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

**Date Submitted:** 12/14/2016

**Mandate:** No

**Mission Critical:** Yes

**Description:**

Contract Modification 58 is attached and includes 13 Change Requests for operational enhancements for the Department of Corrections and one for the Compensation Board (will be billed back to them).

#### **BReT - Offender KIOSK**

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

**Date Submitted:**

**Mandate:** No

**Mission Critical:** No

**Description:**

Virginia DOC Institution Operations would like to utilize KIOSK units for inmate services including video visitation, purchasing of commissary goods, banking, electronic communications, grievances and medical requests.

#### **BRET - Staff Duress and Offender Tracking System**

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

**Date Submitted:**

**Mandate:**

**Mission Critical:**

**Description:**

A tracking, monitoring and alarm system for staff and offenders in our correctional facilities.

#### **BReT - VA Department of Corrections IT Sourcing BReT1**

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

**Date Submitted:** 9/27/2016

**Mandate:** No

**Mission Critical:**

**Description:**

Messaging BReT:  
VITA is initiating disentanglement from NG messaging services in 2016. Messaging Services for email, enterprise collaboration services, and mobile device management are required for 1,290 users in our agency. We also have 5 applications that have hooks into messaging services which will need to be tested.

Workplace Collaboration Services (VITA provided SharePoint) VA Department of Corrections uses WCS SharePoint. We have one (1) application serviced via AirWatch which will need remediation.

**Server/storage (including housing of equipment) BReT:**

VITA is initiating disentanglement from NG servers and storage. VA Department of Corrections has 81 (physical/virtual) servers which will need to be migrated and tested during this transition. All 81 will be affected by this move and will need to be tested. Storage Tier 1 26,091GB, Tier 2 42,883GB, and DASD 10,909GB.

**Authentication/directory services BReT:**

VA Department of Corrections has 34 applications which will need to be migrated and tested during the authentication/directory services transition. Number of users (internal and external) are 13,580 internal and 109 external.

**End user computing BReT:**

VA Department of Corrections has 4,112 desktops and 2,576 laptops and 18 tablets, 1,300 MS Surface Pros, 960 network printers and 218 copiers which will need to be migrated.

**Data networks BReT:**

VA Department of Corrections has zero (0) networks that are not MPLS which will need to be migrated.

**Voice Networks BReT:**

VA Department of Corrections has 8,348 UCaaS phone lines and 681 non-UCaaS phone lines which will need to be migrated.

**Cloud Computing BReT:**

VA Department of Corrections is in the process of investigating implementing its electronic health records (EHR) application EHR in the cloud. The business reasons for such undeniable benefits include:

- Flexibility and scalability – server costs, limitations and obsolescence would be mitigated. Costs would not increase as EHR data grows.
- Disaster recovery – the selected vendor performs the tedious and time-consuming task of data backups, on a scheduled, automatic way, both incremental and daily.
- Security – data can be remotely wiped from lost equipment so it does not get into the wrong hands. The selected vendor focuses its security practices around (i.e. system auditing, secure communication, identification and authentication, non-repudiation, trusted path, trusted channel and data separation requirements, protection of user data from unauthorized access or manipulation, verification of a user identity and ensuring that the right security attributes are associated, separation of user administrator duties, management controls, and protection against discovery and misuse of identity by other users and establishing and maintenance of trusted communication).
- Automatic software updates – operating system upgrades and security updates are done during scheduled maintenance windows, during off-hours, so there is no downtime for users.
- Capital expenditure free – cloud computing cuts out the high costs of hardware, like servers, and eases set up and operational costs as well.
- Document control – cloud-computing allows all files to be stored centrally and users can then see one consistent, real-time version of the data. Greater visibility means improved collaboration.

This application is cloud ready and consulting has been performed to assess what needs to be done to the applications and supporting infrastructure in order to become cloud ready.

**Security Services BReT:**

To meet Commonwealth Security requirements, VA Department of Corrections will utilize its IT Auditor, ISO and Security analysts, and retain as needed external security services.

**Internet Usage BReT:**

VA Department of Corrections projects that internet usage will significantly increase due to accessibility of business related websites and leveraging cloud resources (i.e. electronic health records and future initiatives), CRM initiatives, current upgrade of VCE's ERP system, increased utilization of video conferencing which increases productivity while lowering cost, and video streaming.

<b>BRet - VCE ERP Upgrade</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	5/16/2016
<b>Mandate:</b>	No
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
<p>INFOR Cloud Suite Industrial is a manufacturing and services Enterprise Resource Planning/Material Requirements Planning and Scheduling software suite that provides an end-to-end solution that helps you manage your manufacturing processes, whether made to order (MTO) or made to stock (MTS). The solution also manages business processes, quality control, procurement options, accounting/invoicing and warehousing/delivery options so you can be more responsive to customers, deliver greater quality and value, build loyalty and operate more efficiently.</p>	
<b>BRET - Windows XP</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	10/3/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	
<b>Description:</b>	
<p>The IT Partnership has remediated all identified WIN XP desktop computers and laptops within the Department of Corrections environment. Each device which reached end of support effective April 9, 2014, with network access was disabled, removed and/or upgraded.</p>	
<b>BRnT - Human Resource ERP System</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	10/30/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
<p>Purchase and install a Human Resources software package to assist in various processing, reporting and tracking functions</p>	
<b>BRnT Electronic Healthcare Records</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	1/4/2016
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
<p>This charter includes information related to Virginia Department of Corrections Electronic Healthcare Records (EHR) implementation. It includes the purpose, objectives, milestones and measurements that will be our focus going forward. Details of resources and related funding are also included in this charter.</p>	

Virginia Department of Corrections (VADOC) does not use an EHR solution to manage offender health information. Currently, offender health records are either kept on paper or in an information system which is not integrated with CORIS. VADOC relies on manual processes and paper forms for the delivery, management, and administration of all offender health services. These manual processes are less effective and efficient than would be the case with an EHR. When offenders are transferred from one facility to another their medical records must be transferred manually, which is time consuming and can lead to delays in information being available. The lack of integration with CORIS causes duplication of effort and limits the effectiveness of the CORIS system. Overall, the current document management process is inefficient and burdensome to staff.

Through the implementation of the VADOC EHR solution, the agency will be able to realize improvements in service delivery, greater accessibility of data and data sharing, improved communications and collaboration across the medical services staff, and greater coordination of care. While an EHR implementation at the VADOC is a new endeavor for the agency, it has quickly become a standard in the medical industry. A successful implementation of the VADOC EHR will institute private industry best practices in our electronic information and data exchange, resulting in greater efficiencies in the administration, services, and processes of the agency.

**Customer Relationship Manager Software**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	7/31/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No

**Description:**  
 The VADOC is considering the purchase of Commercial Off the Shelf Customer Relationship manager (CRM) software that could be utilized for every VADOC employee to manage standard workflows. These workflows, such as hiring of employees, employee grievances, staff evaluations and many others can be processed through a standardized workflow managed and reported by CRM software. Based on the CRM tool, dashboard and other data metrics can be captured and reported in a centralized manner as opposed to individual and siloed business reporting processes. The VADOC sees CRM software as a major tool to standardize our business process while providing data analytics regarding these common and unique business workflows.

**DOC - Cardinal**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	10/2/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	

**Description:**  
 The Cardinal System provides the Commonwealth with a modern ERP (Enterprise Resource Planning) financial management system that offers:

- Robust financial management processes
- Improved data capture
- Powerful financial and operational reporting capabilities
- Software that is supported by the vendor community
- Integration with other key systems for end-to-end business processing
- Infrastructure that is more easily upgraded
- An ERP (enterprise resource planning) system based on industry best practices

A reduction in the risks associated with dated and unsupported financial management systems  
Standardization of some routine business processes  
Conformity with regulatory (financial, technical, governmental) standards  
Greater utility for a wider range of users

**DOC - Performance Budgeting System**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	10/2/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	

**Description:**  
Replace the variety of systems, databases, spreadsheets and documents that currently support budgeting in the Commonwealth of Virginia (COV) , with a user-friendly system that supports all existing COV strategic planning and budgeting functionality.

**PRINT PRODUCTION EQUIPMENT/SERVICES**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	11/18/2015
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No

**Description:**  
Print production equipment and services.

Report Title: Appendix A 16 - 18 Report

Agency: Department of Corrections (DOC)

Date: 3/7/2017

Agency Head Approval:

No

**Budget Category: Major Projects**

Electronic Healthcare Records

Oversight and Governance Category: Category 1: High/High

Appropriation Act/Funding Status

Investment Business Case Approval - Not Funded

This charter includes information related to Virginia Department of Corrections Electronic Healthcare Records (EHR) implementation. It includes the purpose, objectives, milestones and measurements that will be our focus going forward. Details of resources and related funding are also included in this charter. Virginia Department of Corrections (VADOC) does not use an EHR solution to manage offender health information. Currently, offender health records are either kept on paper or in an information system which is not integrated with CORIS. VADOC relies on manual processes and paper forms for the delivery, management, and administration of all offender health services. These manual processes are less effective and efficient than would be the case with an EHR. When offenders are transferred from one facility to another their medical records must be transferred manually, which is time consuming and can lead to delays in information being available. The lack of integration with CORIS causes duplication of effort and limits the effectiveness of the CORIS system. Overall, the current document management process is inefficient and burdensome to staff.

Through the implementation of the VADOC EHR solution, the agency will be able to realize improvements in service delivery, greater accessibility of data and data sharing, improved communications and collaboration across the medical services staff, and greater coordination of care. While an EHR implementation at the VADOC is a new endeavor for the agency, it has quickly become a standard in the medical industry. A successful implementation of the VADOC EHR will institute private industry best practices in our electronic information and data exchange, resulting in greater efficiencies in the administration, services, and processes of the agency.

Planned project start date:	7/1/2015	Planned project end date:	12/30/2016
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PPEA Involvement:

Estimated Costs:	Total	General Fund	Nongeneral Fund
Project Cost (estimate at completion):	\$5,201,940	\$5,201,940	\$0
Estimated project expenditures first year of biennium:	\$2,911,083	\$2,911,083	\$0
Estimated project expenditures second year of biennium:	\$2,290,857	\$2,290,857	\$0

Funding Required:	Total	General	Nongeneral
Funding required for first year of biennium:	\$3,000,000	\$0	\$0
Funding required for second year of biennium:	\$0	\$0	\$0

Service Area

Weight

799 DOC 36104 Medical and Clinical Services	Primary
799 DOC 39810 Medical and Clinical Services	Primary
BRnT Electronic Healthcare Records	Primary
799 DOC 36103 Rehabilitation and Treatment Services	Secondary
799 DOC 39803 Rehabilitation and Treatment Services	Secondary
799 DOC 39805 Prison Management	Secondary
799 DOC 39900 Administrative and Support Services	Secondary
<b>Project Related Procurements</b>	
Electronic Healthcare Records Procurement	
Procurement Description:	The VADOC presently has inmate medical records in paper form and these documents are not integrated in VirginiaCORIS. VADOC would like to automate these healthcare records and integrate the medical records with VirginiaCORIS.
Planned Delivery Date:	12/30/2016

Report Title: Appendix A 16 - 18 Report

Agency: Department of Corrections (DOC)

Date: 3/7/2017

Agency Head Approval:

No

### Stand Alone Major Procurements

<b>Procurement Name:</b>		<b>COMPAS Risk Needs Assessment - Contract</b>	
Procurement Description:		Northpointe is the developer and proprietor of the COMPAS application operated and used by the Virginia Department of Corrections Statewide. COMPAS is a major component of the Governor's Offender Reentry Plan and without the use of COMPAS re-entry goals may not be achieved Five year contract renewal	
Procurement Planned Start Date		Procurement Planned Completion Date	11/21/2016
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			
<b>Procurement Name:</b>		<b>Electronic Security Surveillance Equipment - Contract</b>	
Procurement Description:		<p>These goods and services were originally procured under contract DOC-10-029, for acquisition and installation of electronic surveillance equipment for various facilities throughout the Commonwealth. The equipment is an integral part of security maintenance at VADOC Facilities throughout the state. It is imperative that VADOC has readily access to these equipment and services on an as-needed basis. It is therefore in the best interest of the agency to establish a term contract for these goods and services.</p> <p>DOC is seeking to enter into a 5 year contract for \$20m at \$4m per year, this new contract is seeking to replace the existing vendor with additional new vendors, new facility construction is not included, this request covers break fixes and replacement of existing broken equipment only, and does not include any software or applications.</p>	
Procurement Planned Start Date		Procurement Planned Completion Date	2/1/2016
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			
<b>Procurement Name:</b>		<b>GPS Monitoring/Voice Biometrics Technology</b>	
Procurement Description:		The Department of Corrections (DOC) is required by Code of Virginia (i.e. 19.2-295.2:1, 19.2-303.2) to use "electronic monitoring by means of a GPS (Global Positioning System) tracking device, or other similar device" for sexual offenders placed on Conditional Release as a Sexually Violent Predator (SVP), for sex offenders convicted of more than one failure to register, re-register, or give false information to the Sex Offender and Crimes Against Minors Registry, or for those offender for which the offender has the monitoring as part of their post-release supervision for committal of certain sexual offenses. Also incorporated within the net for GPS are those sex offenders who have scored more that four on the Static 99 risk assessment	

but were not determined to be eligible as a Sexually Violent Predator (SVP).

Additionally, this form of monitoring is consistent with effective evidence based reentry practices supported by the Governor, Secretary of Public Safety, and the General Assembly in that it allows the DOC to focus efforts on the high risk cases. GPS is an effective public safety tool that gives Probation and Parole Officers access to current information on an offender's whereabouts at any point and time and respond accordingly. This new vendor will provide the DOC with the option of two type of GPS equipment, a one or a two-piece system.

The DOC has utilized a voice biometric program for the past six years with great success. It fits with evidence based practices and cognitive programs by actively involving the offender. It also becomes a goal for the offender to earn their way to lower supervision levels and be removed from supervision. It provides the DOC with the means to have current information on the offenders as well as a reminder to the offender of our interest in their successful completion of supervision. For offenders who are on supervision with only fines, court costs, or restitution remaining, this has provided a simple, easytool for the offender and the DOC to keep on track for that obligation. In addition, the Department uses this technology as a supplemental supervision tool in high risk cases to institute curfew checks as well as cell phone locate and drug testing notification services.

Procurement Planned Start Date		Procurement Planned Completion Date	10/1/2015
		Appropriation Act Status	

<b>Service Area</b>	<b>Weight</b>
There are no service areas for this project.	

<b>Procurement Name:</b>	<b>Inmate Telephone Services - Contract</b>
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Procurement Description:	Global Tel*Link (GTL) handles offender phone calls for the Virginia Department of Corrections. Over the last five years, Virginia has been at the forefront of efforts to bring affordable phone service to incarcerated offenders, working with GTL to rein in the average cost of phone calls from Virginia state correctional facilities. The DOC in accordance with a State mandate will subsidize this effort..
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Procurement Planned Start Date		Procurement Planned Completion Date	2/8/2016
		Appropriation Act Status	

<b>Service Area</b>	<b>Weight</b>
There are no service areas for this project.	

<b>Procurement Name:</b>	<b>Meridian - American Heart Association</b>
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Procurement Description:	<p>Online CPR, First Aid, and AED training for employees who have completed their initial classroom certification so that they will have the ability to recertify in CPR, First Aid, and AED online. DOC employees are required to re-certify annually, and having the ability to re-certify online will provide more flexibility to the DOC and reduce expenses since no travel, lodging or meals will be required.</p> <p>The DOC has standardized on American Heart Association training for CPR, First Aid, and AED to ensure consistent training throughout the Agency, and DOC employees are required to re-certify annually for this training. The online training modules will be used for employees who have completed their initial</p>
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	classroom certification and will enable them recertify online.		
Procurement Planned Start Date		Procurement Planned Completion Date	10/3/2016
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			
<b>Procurement Name:</b>	<b>Modification 57</b>		
Procurement Description:	Contract Modification 57 is attached. The sole purpose of this Contract Modification is to revise and extend the current Software Maintenance Contract, from December 15, 2016, to October 14, 2019 (two years and ten months).		
Procurement Planned Start Date		Procurement Planned Completion Date	12/22/2016
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			
<b>Procurement Name:</b>	<b>Print Production Equipment Services - Procurement</b>		
Procurement Description:	The objective of the procurement for the Supplier - VBS to provide the Authorized User - VCE with a complete business solution for Virginia Correctional Enterprise's Digital Works operation with solutions for their Offender Work Re-Entry Program to include equipment, maintenance, and training. This multi year procurement is for continuation of services to support existing operations.		
Procurement Planned Start Date		Procurement Planned Completion Date	12/1/2015
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			

## Stand Alone Non-Major Procurements

<b>Procurement Name:</b>	<b>Modification 53 - Contract</b>		
Procurement Description:	Contract Modification 53 is attached and includes one Change Request for operational enhancements for the Department of Corrections. All changes are to the User Interface (UI) design, to (1) improve performance of page loads and refreshes, (2) to provide a more current look-and-feel, and (3) to allow multiple browser support. The costs align with software development for both VirginiaCORIS and industry standards.		
Procurement Planned Start Date		Procurement Planned Completion Date	3/11/2016
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			

<b>Procurement Name:</b>	<b>Modification 54 - Contract</b>		
Procurement Description:	Contract Modification 54 is attached and includes 10 Change Requests for operational enhancements for the Department of Corrections, and State Compensation Board. The changes include: modifications to the offender/supervision notes (527), creation of Population and Forecasting reports for the Comp Board (545, 546), adding the most serious offense for the Comp Board (547), a method of reducing photo/BLOB storage usage/costs (559), Include Max PRD as Release Type (560), improved COMPAS Screening Results (562), Mental Health Verification Status (563), ShadowTrack Conversion (566), and support for BI development to the Data Warehouse (552). The costs align with software development for both VirginiaCORIS and industry standards.		
Procurement Planned Start Date		Procurement Planned Completion Date	4/8/2016
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			
<b>Procurement Name:</b>	<b>Modification 55 - Contract</b>		
Procurement Description:	Contract Modification 55 is attached and includes seven Change Requests for operational enhancements for the Department of Corrections. The changes include: creation of a Community Dashboard for P&P officers (539), enhancements to the Property Module (553), enhancements to the Demographics screen to allow recording of immigration information and integration with VCIN (555), a change to the Transfer-Out process to P&P (567), support for the Surface Pro 4 (568), enhancements to the Classification Review screen (569), and changes to the Gang Information Alerts (571).		
Procurement Planned Start Date		Procurement Planned Completion Date	4/28/2016
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			
<b>Procurement Name:</b>	<b>Modification 58</b>		
Procurement Description:	Contract Modification 58 is attached and includes 13 Change Requests for operational enhancements for the Department of Corrections and one for the Compensation Board (will be billed back to them).		
Procurement Planned Start Date		Procurement Planned Completion Date	12/27/2016
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			
<b>Procurement Name:</b>	<b>VCE ERP Upgrade</b>		
Procurement Description:	INFOR Cloud Suite Industrial is a manufacturing and services Enterprise Resource Planning/Material Requirements Planning and Scheduling software suite that provides an end-to-end solution that helps you manage your manufacturing processes, whether made to order (MTO) or made to stock (MTS). The solution also manages business processes, quality control,		

procurement options, accounting/invoicing and warehousing/delivery options so you can be more responsive to customers, deliver greater quality and value, build loyalty and operate more efficiently.

While this ERP solution has the flexibility and allow for a cloud deployment, VCE's existing ERP system/servers will be upgraded and hosted at CESC.

Procurement Planned Start Date		Procurement Planned Completion Date	7/5/2016
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			