

# 2024 - 2026 IT Strategic Plan

**Agency:** 136 Virginia IT Agency (VITA)

**Date:** 11/9/2023

## Current IT State

**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?**

VITA equips and empowers Virginia's executive branch agencies in IT infrastructure, cybersecurity, governance, and procurement services. We drive critical business connections between Virginians and their government. VITA connects, protects, and innovates for Virginia's technological future.

VITA has established the following goals to provide the overarching direction to help steer long-term activities to achieve agency objectives.

**\*\*Partner with Customers to develop positive Customer experiences and achieve business outcomes through technology\*\*.**

a. Improve the Customer IT experience:

- \* Increase network capacity by 1000%
- \* Improve latency
- \* Improve workstation choices

b. Power the COV transformation:

- \* With enterprise technology solutions (i.e., MS Power Platform, digital experience platforms (DXP), websites, application integration and SaaS.

c. Cybersecurity:

- \* Primary focus of the current administration.
- \* To promote cyber security and awareness throughout VITA, our customer base and the entire COV.
- \* VITA currently holds latency and IM workgroups; creates centralized logging, Zero Trust initiative, monitoring website vulnerabilities and has invested a significant amount of funds toward making Cyber security a primary focus throughout the Commonwealth.

**\*\*Address risk, seize opportunities and mitigate costs through proactive governance.\*\***

- \* Enable data analytics, management, intelligence, and science.
- \* Utilization of enterprise data platforms, software, and services.
- \* Apply smart governance to help Customer succeed.

**\*\*Invest and empower our people to foster a customer-oriented and innovative workforce\*\*.**

**a. Drive Efficiency**

\* To provide higher value by streamlining operations (such as overhead recovery) to reduce inefficiencies.

\* Exploiting the Cloud

**b. Transform VITA's culture**

\* Instill urgency, customer centricity, business mindset, teamwork and inclusion.

**\*\*Apply smart governance to help customers succeed.\*\***

In response to customer demand, VITA has deployed many value-add, optional services such as a Box (content management system), Robotics Process Automation (RPA), low code application platform, etc. In addition, VITA has worked with agencies to transition agencies from Google to the Microsoft O365 messaging platform and, in support of the transition, provide training opportunities for Outlook, Teams, etc. VITA also has kicked off many large projects, such as:

**\*\*Website Modernization Project\*\*** The Website Modernization project aims to improve citizen trust and engagement with Virginia government websites by providing modern, consistently branded Commonwealth websites that are secure, Section 508 accessible, and digitally responsive

**\*\*Citizens Logon Project\*\*** A single sign on service which enables Citizens to log into a unified service and the credential will pass into the agency applications. This service will provide multiple and improved layers of security/identification and provide a simple login for all COV Citizens.

**\*\*VSP Transformation Project\*\*** Virginia State Police (VSP) Transformation is an effort to stabilize, secure, and transition VSP IT Infrastructure into Commonwealth Enterprise.

**\*\*VeraSmart Project\*\*** NextGen TEMS implementation of new VeraSmart application to replace existing TEBS TelMaster for expense management, invoice processing, inventory and re-billing processes as well as expenses.

VITA has also continued to improve commonwealth security through continued education, password management enhancements; deployment of new tools for scanning, vulnerability management, incident response and security operations; and completion of a Zero Trust strategy.

While VITA is supporting customer agencies, we have made investments in VITA itself by focusing on talent acquisition planning/recruitment, additional learning programs, creation of a employee culture work group and employee engagement and diversity, equity, inclusion, and opportunity initiatives.

### **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?**

Additional factors that may require changes to VITA's current IT investments and additional funding include those listed below.

- \* The anticipated growth in Virginia residents' demands for public services may require new or expanded technologies and/or technology services.
- \* Funding required to support growth and everchanging IT landscape.
- \* The pace of technological change continues to increase.
- \* The need to support agencies in their digital transformations.
- \* The ability to find/hire qualified staff for 60+ positions VITA expects to create

In addition, the administration directed VITA to create, and complete, the following projects:

- \* WebsiteModernization Project
- \* Virginian Identity Project
- \* State Permit Tracking Assessment Project (Permit Tracking)
- \* Network modernization (i.e., SD-WAN)

Critical staff vacancies and shortages may exist in the next 3 years due to the number of staff that are retirement-eligible and the need to manage an ever more complex environment (in terms of the number of suppliers and the number and diversity of services).

**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?**

VITA's strategy for its new IT investments for the ITISP includes an emphasis on optimizing the business model and being a partner as a strategic technology advisor. Regarding optimizing the business model, VITA will focus on speed of delivery, cost/rate effectiveness, platform cost savings, supplier/model improvement and customer relationship improvement strategy. In the role of a strategic technology advisor VITA strives to fully understand the business of our customers, evangelize modern technology services to optimize our customer's outcomes and provide valuable resource for procurement, project management and technology strategy.

In support of the goals VITA has many projects/initiatives underway, which include:

- \* VeraSmart Project (Next generation TEMS system)
- \* Team Calling

- \* Citizen Logon Project
- \* MPLS to SD-WAN
- \* AnyConnect to Global Protect
- \* KnowBe4
- \* Enterprise Solutions (eForms, Automation, Power)
- \* Website modernization
- \* Foster and deliver robotic automations, low-code capability, and data integration
- \* Improvements in RFS & SPLM processes

# IT Strategic Plan Budget Tables

<b>Agency:</b>	136 Virginia IT Agency (VITA)			
<b>Date:</b>	11/1/2023			
<b>Current IT Services</b>				
	<b>Costs Year 1</b>		<b>Costs Year 2</b>	
<b>Category</b>	<b>GF</b>	<b>NGF</b>	<b>GF</b>	<b>NGF</b>
<b>Projected Service Fees</b>		\$9,200,000.00		\$9,200,000.00
<b>VITA Infrastructure Changes</b>				
<b>Estimated VITA Infrastructure</b>	\$0.00	\$9,200,000.00	\$0.00	\$9,200,000.00
<b>Specialized Infrastructure</b>				
<b>Agency IT Staff</b>		\$47,219,123.00		\$47,219,123.00
<b>Non-agency IT Staff</b>		\$13,976,084.00		\$13,976,084.00
<b>Cloud Computing Service</b>				
<b>Other Application Costs</b>				
<b>Total:</b>	\$0.00	\$70,395,207.00	\$0.00	\$70,395,207.00
<b>Proposed IT Investments</b>				
	<b>Costs Year 1</b>		<b>Costs Year 2</b>	
<b>Category</b>	<b>GF</b>	<b>NGF</b>	<b>GF</b>	<b>NGF</b>
<b>Major IT Projects:</b>		\$1,250,000.00		
<b>Non-Major IT Projects:</b>				
<b>Agency-Level IT Projects:</b>				
<b>Major Stand Alone IT Procurements:</b>		\$69,600,024.15		\$69,600,024.15
<b>Non-Major Stand Alone IT Procurements:</b>		\$9,508,462.00		\$9,508,462.00
<b>Agency-Level Stand Alone IT Procurements:</b>				
<b>Procurement Adjustment for Staffing:</b>				
<b>Total:</b>	\$0.00	\$80,358,486.15	\$0.00	\$79,108,486.15

Projected Total IT Budget					
		Costs Year 1		Costs Year 2	
Category		GF	NGF	GF	NGF
<b>Current IT Services</b>		\$0.00	\$70,395,207.00	\$0.00	\$70,395,207.00
<b>Proposed IT Investments</b>		\$0.00	\$80,358,486.15	\$0.00	\$79,108,486.15
<b>Total</b>		\$0.00	\$150,753,693.15	\$0.00	\$149,503,693.15

# Business Requirements For Technology

<b>Agency:</b>	136 Virginia IT Agency (VITA)
<b>Date:</b>	11/1/2023
<b>136 VITA BReT - Verizon local exchange renewal</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Requested Start:</b>	10/23/2023
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
To ensure the continuation of Verizon local exchange carrier services.	
<b>136 VITA BReT VSP Transformation</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Requested Start:</b>	9/26/2023
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
Virginia State Police (VSP) Transformation is an effort to stabilize, secure, and transition VSP IT Infrastructure into Commonwealth Enterprise. Phase 1 includes work associated with Network Infrastructure, Active Directory, and End User Devices and Operating System (OS) images. Phase 2 is the second stage which would continue the transformation efforts to complete transformation of the remaining VSP environment including the VSP Data Center and Disaster Recovery (DR) site.	
<b>BRnT - eVA/KSE Integration</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Requested Start:</b>	6/1/2023

<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
Current IT goods, that have cost, will initiate within DGS's central electronic system (eVA) which will then integrate with KSE for processing the order. The integration hub within KSE will be leveraged to establish a punch-out catalog with eVA's backend system, Ivalua.	
<b>BRnT - Log Management Portability</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Requested Start:</b>	9/27/2023
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
Log Management Portability will provide enterprise log management and the ability to put agency logs into agency specific containers.	
<b>BRnT - Website Modernization</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Requested Start:</b>	6/29/2023
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
The primary objective of the COV Website Modernization and the CMS Virginia.gov projects are to ensure all state sites are on a single common platform and are following required VITA, COV and 508 standards	
<b>BRT - Acunetix 360</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Requested</b>	12/1/2022

<b>Start:</b>	
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
Acunetix 360 is a best-of-breed enterprise web vulnerability solution designed to be a part of complex environments. It is the SaaS successor to our current on-prem solution, Acunetix Premium which will be sunset.	
<b>BRT - AvePoint Software Renewal</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Requested Start:</b>	9/12/2023
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
AvePoint Software renewal.	
AvePoint is the largest independent software vendor of SaaS solutions to migrate, manage and protect data in Microsoft 365	
<b>BRT - Axonius software</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Requested Start:</b>	6/9/2023
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
Axonius gives IT and security teams a comprehensive inventory, uncovers gaps, and triggers automated response actions whenever devices, users, and SaaS apps deviate from policies, controls, and expectations.	
<b>BRT - Box Operations and Maintenance</b>	

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Requested Start:</b>	3/24/2023
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
The purpose of this request is to modify the SOW under Contract Number VA-210625-CAI between the Commonwealth of Virginia and Computer Aid, Inc. The request will extend the BOX O&M services for another one year.	
<b>BRT - Citizen Logon Project</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Requested Start:</b>	2/6/2023
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
VITA is tasked with launching a single sign on service so that Citizens can log into a unified service and the credential will pass into the agency applications. This service will provide multiple and improved layers of security/identification and provide a simple login for all COV Citizens. We have narrowed our technology choices to two applications: MS B2C and Okta. There are pros and cons with each. VITA has more internal experience with Okta and we can leverage the investments (financial and architecture) already made in integrating applications via Okta. MS B2C is less expensive and better aligned with our enterprise software investments in MS and a little less costly at scale. Both tools are Gartner MQ leaders. Other states are using both. Right now the VITA team is leaning slightly towards Okta but we haven't made a decision.	
<b>BRT - Contractor extensions</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Requested Start:</b>	5/1/2023
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes
<b>Description:</b>	

Extension for contractors that exceed \$250K/year. Extensions cover 5/1/2023 - 04/30/2024 for the following contractors:

### BRT - CrowdStrike Endpoint Recovery Services

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

**Requested Start:** 1/19/2023

**Mandate:**

**Mission Critical:** Yes

**Description:**

Endpoint Recovery Services are needed to address an emergency security situation and CrowdStrike is an industry leader in the needed security services. No state contract is available to provide these services.

### BRT - DSS - Salesforce License Buy

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

**Requested Start:** 8/30/2023

**Mandate:**

**Mission Critical:**

**Description:**

Renewal of salesforce licenses for DSS Division of Licensing and Division of Benefit Programs.

### BRT - ePen

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

**Requested Start:** 3/29/2023

**Mandate:**

**Mission Critical:**

**Description:**

The Executive Branch needs an electronic signature capability that can be used to obtain signatures from citizens, doesn't have transaction limits, and is cost effective.

### BRT - Gartner Service Agreement

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

**Requested Start:** 4/19/2023

**Mandate:**

**Mission Critical:**

**Description:**

Subscription-based research and related services purchase provided by Gartner. Procurement includes agreement with Gartner for the next three fiscal years (FY24 – FY26).

### BRT - Google reCAPTCHA enterprise license

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

**Requested Start:** 3/17/2023

**Mandate:**

**Mission Critical:** Yes

**Description:**

To increase the Commonwealth's cyber-safety and to avoid possible hacking attempts by bots or other malware, the use of CAPTCHA will be required as part of the enterprise architecture (EA) web standards.

All public-facing forms that require user input and sites or applications that require login credentials will need CAPTCHA. Guidance on CAPTCHA tools will be included in the COV design system once ready.

### BRT - IAM SailPoint Upgrade

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

**Requested Start:** 5/1/2023

<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
Commonwealth Security wants to establish Enterprise Identity and Access Management (IAM) services compliant to NIST SP 800-4 as part and support of the Zero Trust architecture.	
<b>BRT - IBM annual software renewal</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Requested Start:</b>	1/1/2023
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
IBM annual software renewal	
<b>BRT - IBM annual software renewal for AIS services</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Requested Start:</b>	6/30/2023
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
IBM annual software renewal for AIS services	
<b>BRT - Mainframe advisory services</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Requested Start:</b>	4/30/2023
<b>Mandate:</b>	
<b>Mission</b>	Yes

<b>Critical:</b>	
<b>Description:</b>	
VITA will rebid its Mainframe Services contract and seeks a supplier to provide sourcing advisory services to support the planning, transaction, and transition for this upcoming Request for Proposal (RFP). The supplier providing advisory services is Symbio. At a high-level, Symbio will assist with Strategy and Planning, developing Requirements and Sourcing Transaction Support.	
<b>BRT - Mainframe Services re-compete</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Requested Start:</b>	5/14/2023
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
VITA to conduct an RFP (request for proposal) for Mainframe Services Re-Compete for DSS and DMV.	
<b>BRT - Mainframe Sole Source</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Requested Start:</b>	1/3/2023
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
Peraton's contract expires 6/2024 and DSS and possibly DMV will still need services and support for their applications. Currently they are in the process of migrating off of the platform and have requested assurance that support is available if they do not meet their anticipated migration timelines corresponding with the end of the Peraton contract. Both agencies have requested to not interrupt their current projects with the tasks of the RFP process as well as executing a different re-platform solution.	
<b>BRT - Managed Cloud Services</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology

<b>Requested Start:</b>	4/17/2023
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
VITA to conduct an RFP (request for proposal) for multiple Managed Public Cloud Services providers (MCS). Cost to include onboarding of vendors to provide cloud services to customers and agencies. 3 year contract.	
<b>BRT - Mythics Oracle Java SE Subscription 2023</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Requested Start:</b>	12/28/2022
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
Renew our Java Desktop subscription	
<b>BRT - Nucleus Sec procurement</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Requested Start:</b>	2/1/2023
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
Nucleus is a Risk-Based Vulnerability Management Platform that is the single source of record for all assets, vulnerabilities, and associated data. It unlocks value from your existing tools and place you squarely on the path to program maturity by unifying the people, processes, and technology involved in vulnerability management. With Nucleus, you receive unmatched visibility into your program and a suite of tools with functionality that simply can't be replicated in any other way.	
<b>BRT - Oracle EPM implementation</b>	

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Requested Start:</b>	2/3/2023
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
Implementation of the Oracle EPM solution, which is a cloud-based tool to be used for VITA's internal budget and forecasting process. This will include consultant work Oracle licensing, ECOS approval, etc.	
<b>BRT - P2P Process Technical Assessment</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Requested Start:</b>	1/5/2023
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
The project seeks to assess the applications that support core procurement processes at the 10 key agencies responsible for the majority of transactional and financial volume. The systems to be assessed include enterprise applications, as well as agency-specific applications, but will limit the agency-specific applications to those that integrate with eVA or Cardinal. Commonwealth of Virginia (COV) is seeking assistance from an entity that will perform the following four tasks: Project Launch, Application Inventory, Application Assessment and Modernization Roadmap.	
<b>BRT - Salesforce O&amp;M Support</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Requested Start:</b>	5/1/2023
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
VITA offers Salesforce as an enterprise solution, which is offered to executive branch agencies. Due to limited VITA resources, Incapsulate provides O&M support for the Salesforce instance.	


**BRT - Security Awareness Training Platform**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Requested Start:</b>	5/7/2023
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes

**Description:**  
 Cybersecurity Awareness Training and Phishing from Knowbe4. Knowbe4 will allow every agency to log into their own tenant to manage their associates compliance to the Cybersecurity Awareness program.

**BRT - Siteimprove**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Requested Start:</b>	3/22/2023
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes

**Description:**  
 Siteimprove is a tool used for website accessibility scanning and web traffic analytics. Siteimprove will be provided to all executive branch agencies to identify and remediate accessibility issues with their websites, in alignment with Enterprise Architecture web standards.

**BRT - State Permit Tracking Assessment and Roadmap**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Requested Start:</b>	2/24/2023
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes

**Description:**  
 The scope of this project is to identify, analyze, and define a strategic plan to build business

efficiency and transparency to five (5) agency permitting processes. The analysis should focus on bringing business and technical recommendations to support tracking of permits within regulation deadlines.

### BRT - Symbio benchmark services

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

**Requested Start:** 5/8/2023

**Mandate:**

**Mission Critical:**

**Description:**

Symbio will help establish benchmark capabilities that provide insight into how VITA's technology services contracted pricing compares to industry peers. This engagement includes benchmark capabilities for Server, Storage, Data Center, Mainframe, End User Compute, MSI, Managed Security Services, and Managed Network Services.

### BRT - ThousandEyes and AppDynamics license renewal

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

**Requested Start:** 7/24/2023

**Mandate:**

**Mission Critical:** Yes

**Description:**

Renewal of Thousand Eyes, a network monitoring/analysis tool and Application and Monitor Diagnosis (AppD) while determining the ultimate enterprise tool prior to FY25.

### BRT - Translation Services

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

**Requested Start:** 5/23/2023

**Mandate:**

**Mission Critical:** Yes

**Description:**

VITA will select a vendor to provide a flexible offering of machine-learning and human translation services.

Translation services break down into two categories:

- Machine based translation – Artificial Intelligence (AI) translation of web pages and documents rendered on screen as part of an established website.
- Human Language Translation Services – Professional translation of documents and verification of AI translation to ensure accuracy. This is used for complex documents that may be difficult for a machine to translate or content where a high degree of accuracy is paramount (medical forms, tax documents, etc.).

**BRT - VDH Salesforce solution**

<b>BRT Type:</b>	Business Requirement for New Technology
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<b>Requested Start:</b>	12/12/2022
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<b>Mandate:</b>	
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<b>Mission Critical:</b>	
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**Description:**

This response outlines Supplier's approach for the analysis/assessment support for the VITA Salesforce OLC Licensing Application for Virginia Department of Health (VDH). In support of the Virginia Department of Health (VDH) to make it easier for government to do business, and Virginians to do business with government, Supplier will leverage the Salesforce Low/No Code Platform to implement the Office of Licensure & Certification (OLC) provider licensing Minimum Viable Product (MVP). Following functionality will be implemented as part of the OLC MVP

- Setup Salesforce PSF
- Configure Security, Access, Roles and Profiles
- Integrate with Payment Gateway (Elavon)
- Creation of External Provider Licensing Portal
- Configure Internal Workflows: (LTC, Hospital, Outpatient, Hospice, Home Care Org)
- Enable Internal and External Notifications
- Configure 2 Dashboard and 6 Reports per Dashboard
- Train-the-Trainer Training

**BRT - VeraSmart**

<b>BRT Type:</b>	Business Requirement for New Technology
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<b>Requested</b>	2/24/2023
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<b>Start:</b>	
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes

**Description:**  
 NextGen TEMS implementation of new VeraSmart application to replace existing TEBS TelMaster for expense management, invoice processing, inventory and re-billing processes as well as expenses. This includes outsourcing certain managed services such as invoice loading, mobility services, etc.. There will be two SOWs for this project: 1) Calero implementation of VeraSmart and associated managed services and 2) KPMG implementation support services and acting as a strategic advisor for a successful TEM solution.

**BRT - VITA Staff Aug**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Requested Start:</b>	4/15/2023
<b>Mandate:</b>	
<b>Mission Critical:</b>	

**Description:**  
 Staff augmentation for VITA.

**BRT- Gartner IT Assessment and Strategic Plan**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Requested Start:</b>	5/13/2023
<b>Mandate:</b>	
<b>Mission Critical:</b>	

**Description:**  
 As part of VITA’s vision to be Virginia’s preferred government IT partner, VITA is looking to partner with its customers to develop positive customer experiences and achieve business outcomes through technology. To achieve this vision, VITA is looking to conduct an assessment and develop a strategic plan to

communicate its priorities and plans in support of the long-term needs of the Agencies and the Commonwealth.

#### **BRT- Mandiant for ODGA**

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

**Requested Start:** 5/3/2023

**Mandate:**

**Mission Critical:** Yes

**Description:**

Mandiant will conduct security scans of TAX, TRS, and DOA as part of an ODGA funded effort. Mandiant will scan the agencies externally and internally to identify security vulnerabilities and report back to VITA.

#### **BRT- Security information & event management**

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

**Requested Start:** 12/1/2022

**Mandate:** Yes

**Mission Critical:** Yes

**Description:**

Solution will provide a way to migrate from current MSS proprietary SIEM solution to one that provides easier integration with agencies on the same platform today

#### **Google Archives User License Renewal for FY24**

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

**Requested Start:** 7/2/2023

**Mandate:**

**Mission Critical:** Yes

**Description:**

Google Archived User (AU) License Renewal for FY24 (July 2023 - June 2024). Google Enterprise licenses are addressed in a separate FBRF (FY24-MSG02).

### VITA SD-WAN Upgrade

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

**Requested Start:** 3/1/2023

**Mandate:** Yes

**Mission Critical:** Yes

**Description:**

Configure existing routers to support SD-WAN capability across all agency locations. This approach prepares agency location(s) with the ability to add additional network capabilities (multiprotocol label switching (MPLS), broadband, wireless (i.e., Cradlepoint)) to take advantage of application-aware routing over private and public networks.

Three step process:

Remote internetwork operating system (IOS) software upgrade on the router.

Remote SD-WAN deployment

Circuit deployment as needed

# Commonwealth Projects >= \$250,000.00

<b>Agency:</b>	136 Virginia IT Agency (VITA)
<b>Date:</b>	11/1/2023

## Mainframe Strategy

Category 2	Investment Business Case Approval
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In support of the Commonwealth of Virginia's (COV) Executive Order #19, COV IT solutions, which include those hosted on the mainframe, will be hosted by best practice technologies or by cloud-based services. The IBM Mainframe contract will expire on January 24, 2022, the existing mainframe platform will be obsolete and no longer available. Agencies will have to move their mainframe applications to new technologies. VITA will support this effort with the following activities: 1)Take the lead in eliminating barriers to successful completion of replacement and migration efforts, 2)Ensure performance of IT solutions migrated to Strategic platforms meets business needs, 3)Pursue a new limited Strategic cloud-based hosting platform to host any approved remaining mainframe solutions.

Project Start Date	6/22/2020	Project End Date	12/30/2022
<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Non-General Fund</b>
Project Cost	\$880,000.00		\$880,000.00
Estimated first year of biennium:	\$240,000.00	\$0.00	\$240,000.00
Estimated second year of biennium:	\$240,000.00	\$0.00	\$240,000.00

## Project Related Procurements

There are no procurements for this project

## VSP Transformation Program

Category 1	Project Initiation Approval
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VSP has elected to proceed forward with an overhaul of IT infrastructure that is broken out into a two-phase approach.

Project Start Date	2/19/2021	Project End Date	5/30/2025
<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Non-General Fund</b>
Project Cost	\$8,424,087.89	\$44,100,000.00	

Estimated first year of biennium:	\$5,200,000.00	\$5,200,000.00	\$0.00
Estimated second year of biennium:	\$5,200,000.00	\$5,200,000.00	\$0.00

### Project Related Procurements

There are no procurements for this project

Log Management Portability			
Category 4		Project Initiation Approval	
<p>The project consists of tasks and milestones to establish a secondary destination to forward security logs collected from VITA/Agency sources obtained by Atos MSS monitoring and their Security Information and Event Management services.</p> <p>Will provide enterprise log management and the ability to put agency logs into agency specific containers. ATOS, Unisys and cloud storage SMEs comprise the team, with the implementation target of May 1.</p>			
Project Start Date	9/27/2022	Project End Date	7/28/2023
<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Non-General Fund</b>
Project Cost	\$18,000.00		\$426,537.00
Estimated first year of biennium:	\$0.00	\$0.00	\$0.00
Estimated second year of biennium:	\$0.00	\$0.00	\$0.00

### Project Related Procurements

There are no procurements for this project

Oracle EPM implementation Project			
Category 4		Project Initiation Approval	
<p>Implementation of the Oracle EPM solution, which is a cloud-based tool to be used for VITA's internal budget and forecasting process. This will include consultant work Oracle licensing, ECOS approval, etc.</p>			
Project Start Date	2/3/2023	Project End Date	12/31/2023
<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Non-General Fund</b>
Project Cost	\$1,930,000.03		\$1,978,296.02
Estimated first year of biennium:	\$0.00	\$0.00	\$0.00

Estimated second year of biennium:	\$0.00	\$0.00	\$0.00
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### Project Related Procurements

There are no procurements for this project

VeraSmart Project			
Category 3		Project Initiation Approval	
<p>NextGen TEMS implementation of new Calero.Com application to replace existing TEBS TelMaster for expense management, invoice processing, inventory and re-billing processes as well as expenses. This includes outsourcing certain managed services such as ordering, invoice loading, reconciliation, Agency re-billing and dispute management. There will be a revised Contract with Calero for the implementation of Calero.Com and associated managed services and a SOW with KPMG for implementation support services and acting as a strategic advisor for a successful TEM solution.</p>			
Project Start Date	2/24/2023	Project End Date	3/31/2024
<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Non-General Fund</b>
Project Cost	\$1,796,000.00		\$3,064,668.00
Estimated first year of biennium:	\$0.00	\$0.00	\$0.00
Estimated second year of biennium:	\$0.00	\$0.00	\$0.00

### Project Related Procurements

There are no procurements for this project

Virginian Identity Project	
Category 4	Project Initiation Approval
<p>At the request of the Secretary of Administration VITA is tasked with developing and rolling out to state agencies the Virginian single sign on and identity management capabilities. This will allow Virginia citizens to access state websites and applications using single sign on and NIST level 1 identity management. VITA will then develop an RFP for identity proofing tools.</p> <p>This solution will be made available to the Governor's Office and eventually be provided for all Executive Branch agencies as core included IT service. The solution will also be offered to other government entities at to be determined rate. Additionally, VITA will create and update the service with identity proofing.</p> <p>VITA has just completed a 6-month project that developed 3 proofs of concepts (POC's) around website citizen single sign on, level 1 (IAL1) identity management capabilities, a citizen portal, and explored enhanced identity management (IM) capabilities. This POC project involved 4 technology providers, architectural design documentation, technical design documentation, and 2 working systems by Okta and</p>	

Azure B2c (Microsoft). Tyler Technologies and AISN provided configuration support, technical design capabilities, and documentation.

The benefits of this project are:

- one Virginian identity (single sign-on) for users of Governor’s Office applications
- enhanced security through a single secure solution
- cost savings by implementing a single solution instead of individual agencies implementing their own
- standardization among state agencies around identity management

Project Start Date	2/6/2023	Project End Date	1/31/2025
<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Non-General Fund</b>
Project Cost	\$2,304,600.00		\$2,500,000.00
Estimated first year of biennium:	\$0.00	\$0.00	\$0.00
Estimated second year of biennium:	\$0.00	\$0.00	\$0.00

### Project Related Procurements

Program Office/SSO Solution - VA identity project

### State Permit Tracking Assessment Project

Category 4

Project Initiation Approval

In 2022, Executive Order #19 established the Office of Regulatory Management (ORM) within the Office of the Governor to provide transparency, streamline regulatory management and fulfill a 25% reduction of Virginia’s regulatory burdens. Currently the Commonwealth of Virginia has 92 permitting system being used by 30 + state agencies.

As part of this mission, ORM assessed five (5) agencies within the Commonwealth that manage permits and navigate the capabilities available to help improve processes and reduce regulatory burdens. This included process improvement, tracking of permits, centralized data and reporting to help provide the transparency needed to understand permit processes and the steps needed to ensure timely decisions. From this assessment, ORM wants to create a website that displays the status of permits from these agencies, including the necessary infrastructure to gather and host the information from the agencies to power the website, in addition to powering reporting capabilities. VITA and ORM are seeking a vendor partner to implement the citizen facing website and application to display permitting status of Commonwealth agencies using agencies’ workflows, data and timeframes for citizen lookup.

The solution will be a hybrid cloud architecture; with the application and databases hosted at VITA (QTS) on VMs, and the primary data integration technology - ADF (azure data factory) in the Azure cloud. Permit data will be pulled form 6 pilot agencies. Data will be stored and come from the agencies permitting systems themselves.

Phase 1: SEP – DEC: core data (building integrations to get agency data from agencies into VITA) system and citizen user interface. (DEQ, VMRC, Virginia Energy)

Phase 2 JAN – JUN: includes agency workflow application. (VDH, VDOT, DCR)

Phase 3 JAN – JUN: OGDA database work, and agency level reports using Power BI, plus VITA staff setting up HW and doing database work

Project Start Date	2/24/2023	Project End Date	7/31/2024
<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Non-General Fund</b>
Project Cost	\$3,263,846.00		\$3,263,846.00
Estimated first year of biennium:	\$0.00	\$0.00	\$0.00
Estimated second year of biennium:	\$0.00	\$0.00	\$0.00

### Project Related Procurements

There are no procurements for this project

# Commonwealth Procurements >= \$250,000.00

<b>Agency:</b>	136 Virginia IT Agency (VITA)
<b>Date:</b>	11/1/2023
<b>Stand Alone Procurements:</b>	
Procurement Name:	M365 G5 licenses for the commonwealth
Procurement Date:	12/1/2026
Procurement Description:	This is the New Microsoft Enterprise Agreement for the End User Licensing through 12/1/2026
Procurement Name:	Mainframe Services Re-Compete PGR
Procurement Date:	6/30/2027
Procurement Description:	VITA to conduct an RFP (request for proposal) for Mainframe Services Re-Compete for DSS and DMV.
Procurement Name:	Managed Cloud Services PGR
Procurement Date:	6/30/2027
Procurement Description:	VITA to conduct an RFP (request for proposal) for multiple Managed Public Cloud Services providers (MCS).
Procurement Name:	Messaging Services 2.0 Procurement
Procurement Date:	7/1/2021
Procurement Description:	<p>VITA anticipates releasing an RFP for Messaging Services to support its approximately 55,000 users and other public bodies. ECOS will be completed with the RFP. paperwork that I filed The estimated cost is \$50M, for the initial 5 years term, plus \$10M per year for each of the 3 optional renewals (total potential total cost of \$80M).</p> <p>VITA is looking for a single supplier that will:</p>

A. Take over support of our existing GSuite implementation and adjunct services (Virtru, ESNA, AirWatch) from Tempus Nova

B. Create a messaging offering on the MSFT O365 platform creating choice between platforms

C. For agencies interested in moving away from GSuite and on to O365 (and vice versa) the supplier will provide transition services

D. Care and feed for both platforms

The RFP will include core services such as email, calendar, archiving, mobile device management, security components, contacts, and integration into the Managed Environment. The Commonwealth is also open to value added services related to the messaging solution to include: Microsoft, Google, and Collaboration services. The project will produce a migration plan and platform transition plan, at agency's option.

The RFP will also include value added services such as:

online storage

productivity suites

collaboration services

Fax to email

Voicemail to email

Virtru Encryption services or equivalent

VMWare Workspace One or Mobile Application Management through smart devices