2024 - 2026 IT Strategic Plan

Agency: 223 Department of Health Professions

Date: 8/25/2023

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 agencys 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 agencys 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?

DHP has two major applications. The first is used to license multiple medical based occupations (MLO). The second monitors prescriptions by prescribers in the Commonwealth (PMP). The PMP application is cloud hosted. They will need to be renewed in the within the next 6 year period.

There are no existing legacy systems that will no longer support the agency's business needs, either through poor performance or excessive cost.

DHP is not a general fund agency and will look internally first for funding if needed. Currently DHP is utilizing the CAI contract for areas their are staff shortages or where they lack expertise. Currently DHP is investing in Robotic Process Automation (RPA) and modernizing some internal process based applications.

DHP is in process of implementing their 3rd COTS application (BioTrack) to track medical marijuana in the Commonwealth. This is a short term acquisition due to plans to transistion this application to Cannabis Authority in January 2024. This was previously mandated by the General Assembly and a sole source procurement was approved.

At this time DHP plans to use existing technologies from the VITA Service Catalog to address these needs. At this time the agency plans to use existing funding unless it determined that additional funding would be needed. These changes do not directly affect other agencies.

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 agencys current IT investments. These are requirements and mandates from external sources, such as other agencies or business partners, the agencys 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

agencys 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 agencys 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?

DHP continues to experience increases in workload due to higher volumes of licensees and complaints that must be investigated by their Enforcement Division. These increases are also impactful since DHP is receiving minimal increases in workforce. Some of the processes that support operations are manual and could benefit from updated process or newer technology. DHP also has an aging workforce that is creating the potential risk of losing institutional knowledge. DHP is also experiencing funding challenges to due increased costs.

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 agencys 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 agencys 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?

DHP currently does not have any proposed IT solution but this may change. DHP is currently in the process of evaluating vendors that have Business Process Re-Engineering (BPR) experience to help improves efficiency. Proposed IT Systems or augmentations may be identified through the BPR analysis.

IT Strategic Plan Budget Tables

Agency:	223 Department of Health Professions
Date:	8/25/2023

Current IT Services				
	Costs Year 1		**Costs Year 2**	
Category	**GF**	**NGF**	**GF**	**NGF**
Projected Service Fees		$2,125,382.43		$2,189,143.90
VITA Infrastructure Changes				
Estimated VITA Infrastructure	$0.00	$2,125,382.43	$0.00	$2,189,143.90
Specialized Infrastructure				
Agency IT Staff		$2,222,996.31		$2,338,196.31
Non-agency IT Staff		$514,804.00		$514,804.00
Cloud Computing Service		$1,504,830.00		$1,504,830.00
Other Application Costs		$747,131.16		$747,131.16
Total:	$0.00	$7,115,143.90	$0.00	$7,294,105.37

Proposed IT Investments				
	Costs Year 1		**Costs Year 2**	
Category	**GF**	**NGF**	**GF**	**NGF**
Major IT Projects:				
Non-Major IT Projects:				
Agency-Level IT Projects:				
Major Stand Alone IT Procurements:				
Non-Major Stand Alone IT Procurements:				
Agency-Level Stand Alone IT Procurements:				
Procurement Adjustment for Staffing:				
Total:	$0.00	$0.00	$0.00	$0.00

Projected Total IT Budget					
		Costs Year 1		Costs Year 2	
Category		GF	NGF	GF	NGF
Current IT Services		$0.00	$7,115,143.90	$0.00	$7,294,105.37
Proposed IT Investments		$0.00	$0.00	$0.00	$0.00
Total		$0.00	$7,115,143.90	$0.00	$7,294,105.37

Business Requirements For Technology

Agency:	223 Department of Health Professions
Date:	8/25/2023

BioTrack Medical Marijuana Tracking System	
BRT Type:	Business Requirement for New Technology
Date Submitted:	6/30/2023
Mandate:	Yes
Mission Critical:	
Description:	

Application mandated by the General Assembly to track medical Marijuana in the Commonwealth of Virginia.

BReT Veridoc	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	6/30/2023
Mandate:	
Mission Critical:	
Description:	

VeriDoc has developed the VeriDoc Medical Licensure Verification System (hereinafter the "VeriDoc System") as a means of making licensure verification information systematically available from participating boards. The VeriDoc System is a fully automated web-base system. Each participating licensure board or agency downloads its Database on all participating medical health professions to the VeriDoc System each day. The medical health professional requesting transmission of information from one board to another ("Querying Professional") makes payment to VeriDoc. VeriDoc in turn makes payment to the board or agency providing the information. The Querying Professional has the convenience of being able to make one request through VeriDoc for Data concerning that Querying Professional to be transferred to all boards specified by the Querying Professional. A licensure verification statement containing the Data is able to be immediately sent electronically by VeriDoc to the specified receiving board(s).

BRnT Prescription Monitoring Program

BRT Type:	Business Requirement for New Technology
Date Submitted:	8/4/2023
Mandate:	Yes
Mission Critical:	Yes

Description:

Virginia's Prescription Monitoring Program (PMP) is a near "real-time" central application containing information used primarily by healthcare providers to better inform treatment and dispensing decisions. The database contains information on dispensed controlled substances as well as naloxone and registered cannabis products. PMP data is used to track trends in drug utilization, measure the impact of policy (legislative) actions, and support activities related to the opioid crisis response in the Commonwealth. The PMP also provides information to authorized law enforcement agents and regulatory personnel to assist with criminal or licensee investigations.

DHP SD-WAN Upgrade

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	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

DHP Website Modernization

BRT Type:	Business Requirement for New Technology
Date Submitted:	6/19/2023
Mandate:	
Mission Critical:	Yes
Description:	
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	

IT Strategic Plan Projects

There are no projects for this agency.

IT Strategic Plan Procurements

Agency:	223 Department of Health Professions
Date:	8/25/2023
Stand Alone Procurements:	
Procurement Name:	DHP RPA Staff Aug
Procurement Date	1/31/2024
Procurement Description:	This PGR will provide staff augmentation to develop RPA Bots for medical boards. DHP has obtained RPA though VITA services.
Procurement Name:	Medical Marijuana Tracking System Procurement
Procurement Date	6/30/2023
Procurement Description:	PMD Update: *** Commonwealth CIO has approved the PGR *** Based on SB 1333 which passed 7-1-2021 (special session), DHP can move forward without further justification (exempt from VPPA) and engage BioTrak. ECOS assessment has been approved for BioTrack as well. Chris Hinkle has assumed governance and oversight responsibilities for this agency until further notice. Application mandated by the General Assembly to track medical Marijuana in the Commonwealth of Virginia. Establish a two year contract in accordance with SB 1333. This will be a cloud solution. The bill has the following statement: "That the Board of Pharmacy's acquisition of a commercially available cannabis-specific software product to implement the provisions of this act is exempt from the requirements of the Virginia Public Procurement Act (ᶴ 2.2-4300 et seq. of the Code of Virginia)."

	DHP wants to do a sole source procurement.

VITA SCM has stated: "I confirmed that this passed in special session and therefore would be exempt from the VPPA. Since it is exempt, they don't have to justify or post a sole source but they should note it as such for PGR purposes and include the code cite to explain. They can select whatever they want for whatever reason they choose" |
Procurement Name:	Prescription Monitoring Program Renewal
Procurement Date	1/28/2028
Procurement Description:	Virginia's Prescription Monitoring Program (PMP) is a near "real-time" central application containing information used primarily by healthcare providers to better inform treatment and dispensing decisions. The database contains information on dispensed controlled substances as well as naloxone and registered cannabis products. PMP data is used to track trends in drug utilization, measure the impact of policy (legislative) actions, and support activities related to the opioid crisis response in the Commonwealth. The PMP also provides information to authorized law enforcement agents and regulatory personnel to assist with criminal or licensee investigations.
 A reason for the sole source?

1. Bamboo (formerly Appriss) is the major player in the market having procured all major competitors. They currently host 44 PMPs but also cover 46 plus the Veterans Health Administration when you include integration.

2. DHP already has a significant investment in the PMP in terms of configuration and client base i.e. users of the PMP.

3. This client base is external users and would involve a significant effort to convert and train if another suitable vendor could even be found.

4. This solution is already ECOS approved. |
Procurement Name:	RPA Staff Aug - Wize
Procurement Date	6/28/2024
Procurement Description:	Staff augmentation to support DHP RPA development and operations.

DHP uses the VITA RPA service. |