

# Report Title: IT Strategic Plan Summary

Agency: 194 Department of General Services

## Current Operational IT Investments

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

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

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

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

The Department of General Services (DGS) Information Systems & Services (ISS) Division provides and utilizes technologies that enable the agency to offer a broad spectrum of services to citizens, partner agencies and businesses throughout the Commonwealth. DGS continues to implement technologies that enable web-based and self-directed services. The standard development is JavaScript frameworks or .NET with an Oracle or SQL Server backend. The ISS team provides a full spectrum of support to over 80 applications including development, quality assurance, security, systems analysis and design, training, ongoing operations, etc. Most of the agency's IT infrastructure is provided by the Virginia Information Technology Agency/Northrop Grumman (VITA/NG). However, DGS ISS supports the agency-managed infrastructure and systems including the Capitol campus cable plant that provides connectivity to the Information Technology Partnership (ITP) among others, Division of Consolidated Laboratory Services (DCLS) laboratory instrumentation, Division of Engineering and Buildings building automation systems, and managed print throughout the agency. As the disentanglement with NG progresses the expectation is that DGS will rely more heavily on its own personnel to address issues and assist customers learning new technologies.

DGS applications that support the agency's core business functions and related performance measures include:

LIMS - a mission-critical laboratory information management system used by the Division of Consolidated Laboratory Services (DCLS) to process and report results for newborn, clinical, environmental and all hazard samples and to monitor compliance with the state's lab certification program. It is configured for 24/7 high availability and uses nationally adopted data standards and coded vocabularies to facilitate structured-based data exchange.

Rhapsody - used as the data integration engine for the LIMS and facilitates the daily exchange of lab orders and results with state and federal partners, with future plans to exchange data with hospitals, physicians and law enforcement.

Qualtrax - a web-based system used by DCLS to monitor and track compliance with ISO 17025 standards of accreditation. Through this system the labs Quality Assurance group can readily provide ISO auditors with reports that demonstrate compliance and provide information on standard operating procedures and forms, staff competencies, certifications and training records, previous audit findings and the associated corrective action plans, and the labs instrumentation maintenance and calibration records.

Bionumerics - application is used by DCLS staff to further class, sequence and link organisms to DNA clusters related to pandemics and national outbreaks.

Wintox – application is used by DCLS staff to test and report drug-screening results.

Laboratory Response Network (LRN) Results messenger –a web-based application that facilitates the rapid reporting and secure exchange of biological and chemical agent information with CDC. Plans are to decommission this application by 2018 and replace it with an HL7 data exchange process.

NorthWest Analytics – is used with the clinical, micro, all hazards, newborn screening and environmental LIMS Modules for quality control tracking, variable and attribute control charting, and process based analytics and visualization to ensure quality assurance of sample analysis and reporting.

eVA - the Commonwealths online system for electronic procurement of goods and services, which is managed by the Division of Purchases and Supply (DPS). This web-based vendor registration and purchasing system allows state agencies, colleges, universities and many local governments to conduct all purchasing and sourcing activities for goods and services.

VALS - used by the Virginia Distribution Center (VDC) to maintain information on high-quality products used by state agencies, universities and colleges, mental health and correctional institutions, and political subdivisions.

COVA Trax – combines a SaaS solution with an internally developed web portal to support the Division of Real Estate Services for managing the Commonwealths broad portfolio of real estate leases, owned property and transaction pipeline, such as property acquisition, surplus real property sales and conveyances including easements. The system contains real estate record details such as deeds, leases, property contacts and financial data for the Commonwealths land, buildings and real estate leases. The web portal allows outside agencies to report their leases that are not administered by DRES and easily review and update their agency land use plans.

BITS - the web-based system used by the Bureau of Capital Outlay Management (BCOM) to track building information. This application is used to track plan reviews, building permits, change orders, inspections and issuance of building and occupancy certificates for Commonwealth-funded construction projects. Under BCOMs new electronic review process, BITS also is the intake mechanism for agencies to submit building plans in electronic format.

AIM - the facility maintenance application used by the Bureau of Facilities Management (BFM) to capture and track work order information related to facility maintenance, repairs and equipment upgrades, including building tenant service requests and ongoing preventive maintenance for state-owned properties in the metropolitan Richmond area.

PEGASYS - in our role as building owner, this card access system comprised of security panels and card swipes located throughout the seat of government provides physical security and access monitoring.

AIMS - the capital area parking system used by Parking Services to track and manage the usage of state-owned/operated parking facilities.

RESOURCE SCHEDULER - a web-based resource scheduling solution that implements an approval workflow related to scheduling of conference rooms.

OSPM FEDSURP - the inventory and reporting system used by the Office of Surplus Property Management (OSPM) to track federal surplus property.

GOVDEALS - an Internet-based auction system that provides a means for the Office of Surplus Property Management to list state agency surplus items for sale and allows potential buyers to bid upon these items .

FASTER - the automobile fleet management system that is used by the Office of Fleet Management

Services (OFMS) to track vehicle inventory, repairs and maintenance. The fleet is comprised of approximately 4,000 passenger-type vehicles used by more than 175 state agencies and institutions for official state business.

PEOPLESOFT Financials – used by the Office of Fiscal Services to maintain DGS financial activities. DGS PeopleSoft Financials are now integrated with eVA and Cardinal.

PEOPLESOFT Time&Labor – used by Human Resources to support the time reporting needs of a wide range of business functions, including payroll, financial and employee benefits.

PEOPLESOFT ISAS – security management tool for the agency that allows managers to request, change or track staff access to the DGS network and applications.

PAYMENT PORTAL – used by eVA and the flag store to process online payments.

MOAT - online security awareness and training tool that allows all DGS staff to meet annual mandated security awareness and training requirements. It tracks training progress and compliance of all users.

EPISERVER – is the content management system for the agency website.

### **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?***

#### **SECURITY SHARED SERVICES**

DGS ISS and agency business units are expending considerable time and effort to bring the agency into full compliance with the VITA Security Program. The increased workload is due to changes in security standards such as SEC525 and new initiatives aimed at classifying and sharing data at a Commonwealth level. DGS has hired a security administrator position to assist the ISO in handling security projects and tasks.

#### **INTERNET UTILIZATION**

The agency expects to increase its use of the Internet as web-based applications are implemented at the agency. Cloud-based agency applications, along with the infrastructure change to Google and other cloud-based services also will result in increased use of the Internet.

#### **CLOUD APPLICATION HOSTING**

The following agency applications (DRES COVA Trax, BFM AIM, DPS eVA, BCOM BlueBeam, VDC VALS, Surplus GOVDEALS and FEDSURP, DCLS SENDWORDNOW, BFM RESOURCE SCHEDULER, and MOAT) are in the cloud. All other agency applications are not in the cloud and are hosted by servers that reside at the Chesterfield Enterprise Service Center (CESC).

#### **IT INFRASTRUCTURE TRANSITION**

The scheduling and completion of DGS projects are heavily impacted by the infrastructure supported by the Infrastructure Technology Partnership (ITP). The indication is that as disentanglement continues, uncertainty will result in increasingly fewer Northrop Grumman resources and longer delays negatively impacting daily services as well as project timelines, with the end result being increased costs to DGS. To further complicate the situation, agency IT staff will be required to support the transformation initiatives of VITA and address any service deficits that may result from resource constraints at NG, creating an increased workload for those involved. The agency will continue current project work and evaluate the need for any changes as a result of the infrastructure transition. Non-mandatory projects may be delayed by the work resulting from the transition. Agency IT staff will need to ensure that documentation for all applications, their supporting databases and connections with other applications/databases are kept up to date. Application test plans will be adjusted as the infrastructure transition introduces technology changes.

#### OTHER FACTORS

Due to the diversity of services provided by DGS, agency technology needs are driven by business unit needs, real-world events, federal and state laws, and regulatory compliance requirements. As priorities shift and circumstances warrant, DGS ISS staff must be poised to respond to these changes, including state and nationally declared emergencies of a natural, biological, chemical, or man-made nature. Additionally, emerging outbreaks and threats to public health result in significant disruption to daily operations and can prompt time-sensitive changes to our most mission critical applications and the underlying infrastructure.

There are a number of factors negatively impacting staffing, including recruitment, retention and retirement. Our ability to recruit and retain staff is hampered by salaries that are lower than those in the private sector. This issue becomes magnified as a number of positions in ISS reach retirement eligibility.

#### **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?***

With the recent upgrade of all core LIMS application modules, ISS will be focusing on the following Lab IT initiatives:

- Establishing electronic standards-based exchange with six national providers who administer proficiency test studies for contract environmental laboratories under the National Environmental Lab Accreditation Conference.
- In support of state and national outbreak management initiatives, a LIMS enhancement is planned to facilitate antibiotic-resistant testing of specific organisms and to provide for whole genome sequencing and cluster identification of those organisms related to emerging/infectious diseases.
- The Orion Rhapsody data integration engine will be upgraded to increase data exchange capacity and provide for high availability and redundancy.

DGS began implementation of the secure exchange of newborn screening lab orders between DCLS, the State Health Information Exchange (ConnectVirginia) and hospitals in August 2017 and continue this process until all hospital partners are on-boarded. Plans are to implement the secure and standards based exchange of NBS lab results with our pilot hospital partners by August 2018 and then expand the program statewide.

Under the ELC grant, DCLS seeks to enhance the LIMS capabilities to detect, respond, and stop infectious diseases by expanding the use of whole genome sequencing for outbreak investigations of other foodborne pathogens and developing the ability to report to CDCs Advanced Molecular Detection (AMD) program for foodborne surveillance and detection of antibiotic resistant organisms.

Implement quality control tracking and reporting of the inventory and equipment used to perform environmental sample testing to ensure compliance with the National Environmental Laboratory Accreditation Committee (NELAC) recommendations.

Expand the inventory module within the LIMS to track the hazardous materials and specific lab managed inventories.

Implement the secure and electronic data exchange of lab orders and results between the Virginia Department of Agriculture and Consumer Affairs and DCLS in support of Commonwealths motor fuel compliance program.

Work with CDC and other public health labs to develop an HL7 standards based message guide and vocabulary set for reporting chemical terrorism results to CDCs Lab Reporting Network(LRN). This initiative also will require the development of new workflows within the LIMS, along with custom interfaces with lab instrumentation used for CT testing.

Enhancing the DCLS website to facilitate the online ordering and payment of specimen collection kits. Explore alternatives for the secure and electronic delivery of lab results or submitting lab orders to customers who do not have HL7 capabilities via a web portal or a publish/subscribe web application programming interface (API).

The following configuration efforts are underway in COVA Trax:

To enable the Department of Mines, Minerals, and Energy (DMME) to migrate and capture information related to energy management transactions including estimates, accruals, and actual consumption using the COVA Trax Sustainability module

To enable loading of building computer-aided design (CAD) drawings using the COVA Trax Space module

To migrate PastPerfect (Executive Mansion) data into the COVA Trax Fixed Assets Module

To include BCOM Maintenance Reserve calculations and reporting

VCU has expressed interest in replacing its Lease Administration System with COVA Trax. All VCU-related sites/properties, units, leases, tenants, and partial list of vendors are already in COVA Trax. VCU would like to start administering their own leases by leveraging the existing COVA Trax Lease Administration. Implementation for VCU will require low-level security configuration for its own VCU General Ledger, change codes and owner record.

Maintenance reserve questions are being added to the web portal for site infrastructure to gather information from agencies

Further utilization opportunities with this system also are being considered for other internal agency business processes and multiple outside agencies have expressed interest in using the system to meet their business process needs

The Office of Fleet Management Services (OFMS) is configuring and implementing the FleetFocus M5 application by Assetworks. The OFMS will be moving from its existing client-based fleet management system to a web-based application.

The DGS PeopleSoft Financials and Time&Labor environments are being upgraded to the latest version.

DGS is participating in the Cardinal CIPPS replacement project as an interface agency. This requires modification of several interfaces between our existing Peoplesoft systems and the new Cardinal CIPPS replacement.

The Resource Scheduler application will be rewritten for scheduling of shared conference and other rooms.

The DGS-managed surveillance system, TruVision Navigator, has certain components that are

approaching end of reasonable life due to substantial technology changes in the industry. A budget decision package is being created to request funding to support a system upgrade to more modern technology. This is important given the current environment.

The GovDeals procurement contract, which provides services to various government agencies that allow them to sell surplus items via the Internet, is up for renewal.

Development of the agency's SharePoint environment for document management and collaboration continues. With the announcement of the transition to the Google suite of applications, we are creating an architecture that would be fairly easy to migrate information into Google Drive and Sites collaboration tools.

BCOM recently acquired BlueBeam, an electronic plan review software. Now that this is in place, we have begun development of an interface with their core application BITS.

VDC will upgrade three applications within VALS (Virginia Automated Logistics System) in order to stay on supported software and benefit from new functionality. VDC also will evaluate the effectiveness of developing an interface of customer payment information from the DGS Financial System to VALS to provide that information to its customers and an interface of receiving information from VALS to eVA to eliminate data entry.

We will continue to expand upon the capabilities of our Payment Portal application, including the option for check processing and potential interfaces with agency applications.

We will continue to expand functionality on our new DGS website with an emphasis on ecommerce.

ISS is in the process of upgrading all Oracle databases from version 11g to 12c, moving to the new Oracle multi-tenancy architecture. This architecture will allow for consolidation of databases, promote easier administration and reduce the costly hardware infrastructure footprint.

# Report Title: Strategic Plan

Agency: Department of General Services

## Current IT Services

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Projected Service Fees	\$2,286,160	\$1,490,120	\$2,354,745	\$1,534,824
VITA Infrastructure Changes	\$0	\$0	\$0	\$0
Estimated VITA Infrastructure	\$2,286,160	\$1,490,120	\$2,354,745	\$1,534,824
Specialized Infrastructure	\$0	\$0	\$0	\$0
Agency IT Staff	\$1,581,692	\$3,143,507	\$1,781,692	\$3,143,900
Non-agency IT Staff	\$19,200	\$192,000	\$23,000	\$230,000
Cloud Computing Service	\$0	\$0	\$0	\$0
Other Application Costs	\$0	\$0	\$0	\$0
<b>Total</b>	<b>\$3,887,052</b>	<b>\$4,825,627</b>	<b>\$4,159,437</b>	<b>\$4,908,724</b>

## Proposed IT Investments

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Major IT Projects	\$0	\$0	\$0	\$0
Non-Major IT Projects	\$0	\$0	\$0	\$0
Agency-Level IT Projects	\$264,496	\$2,380,469	\$193,697	\$1,743,275
Major Stand Alone IT Procurements	\$0	\$16,102,549	\$0	\$16,849,161
Non-Major Stand Alone IT Procurements	\$0	\$100,000	\$0	\$100,000
Agency-Level Stand Alone IT Procurements	\$0	\$0	\$0	\$0
Procurement Adjustment for Staffing	\$0	\$0	\$0	\$0
<b>Total</b>	<b>\$264,496</b>	<b>\$18,583,018</b>	<b>\$193,697</b>	<b>\$18,692,436</b>

## Projected Total IT Budget

Category	Costs Year 1		Costs Year 2		Total Costs
	GF	NGF	GF	NGF	
Current IT Services	\$3,887,052	\$4,825,627	\$4,159,437	\$4,908,724	\$17,780,842
Proposed IT Investments	\$264,496	\$18,583,018	\$193,697	\$18,692,436	\$37,733,648
<b>Total</b>	<b>\$4,151,548</b>	<b>\$23,408,646</b>	<b>\$4,353,134</b>	<b>\$23,601,160</b>	<b>\$55,514,491</b>





**Report Title: Business Requirements For Technology**

Agency: Department of General Services (DGS)

**BRET - DCLS Annual Maintenance for Qualtrax (FY16-18)****BRT Type:** Business Requirement for Existing Technology**Date Submitted:** 7/22/2016**Mandate:** No**Mission Critical:****Description:**

This BRET is for annual software maintenance and support for Qualtrax systems, which is a document repository used by DCLS to securely store compliance and operational procedures, employee training records, lab accreditation forms and audit and compliance findings related to CLIA and ISO 17025 standards.

**BRET - DCLS Antibiotic Resistant and Whole Genome Seq Analysis (FY16-18)****BRT Type:** Business Requirement for Existing Technology**Date Submitted:** 7/27/2016**Mandate:** No**Mission Critical:** Yes**Description:**

DCLS will enhance it's LIMS, instrumentation and electronic reporting capabilities by implementing workflows to facilitate antibiotic resistant testing for specific organisms and whole genome sequencing for the Enteric and Bacteriological reference test workflows. These enhancements to the LIMS and the expansion of our instrumentation footprint will enhance Virginia's outbreak response capabilities and improve turnarounds times for the rapid identification and characterization of emerging resistance patterns.

**BRET - DCLS Business Continuity Solution for Data Exchange (FY16-18)****BRT Type:** Business Requirement for Existing Technology**Date Submitted:** 7/25/2016**Mandate:** No**Mission Critical:** Yes**Description:**

Re-architect the lab's data exchange environment by clustering and configuring servers for high availability, service redundancy, ease of failover, and 24/7 operation to support the reliable and secure exchange of electronic lab orders and results with partner agencies.

**BRET - DCLS Data Exchange with Environmental Labs PT Providers (FY16-18)**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	4/24/2015
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
Establish an electronic standards-based exchange with six national providers who administer proficiency test studies for contract environmental laboratories using Orion Rhapsody as the data integration engine/message broker and the Lab Certification LIMS.	
<b>BRET - DCLS LIMS Annual Maintenance and Support (FY16-18)</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	7/22/2016
<b>Mandate:</b>	No
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
The v10 Laboratory information Management System (LIMS) is comprised of 7 core modules and supports sample tracking, analysis and reporting for all specimens submitted to the State public health lab for testing. This system is considered mission critical to DGS and the Commonwealth as it supports functions related to outbreak management, disease prevention, newborn screening, environmental monitoring, patient and population health, emergency preparedness and response, laboratory accreditation and daily lab operations. The Annual Maintenance Plan (AMP) for the LIMS provides LICENSEE the right to receive upgrades and updates that are issued by Abbott Informatics during the applicable twelve-month period, unlimited telephone, e-mail and web site operational support for up to two named customer point-of contacts (POC), phone support from 9:00 am to 5:00 pm EST.	
<b>BRET - DCLS Orion Rhapsody Annual Maintenance and Support (FY16-18)</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	7/22/2016
<b>Mandate:</b>	No
<b>Mission Critical:</b>	
<b>Description:</b>	
This BReT is for annual software maintenance and support for the Orion Rhapsody's data integration and mapping tools that are used to encrypt and securely extract/load and transport data between internal and external systems using HTTPS, IP and SFTP protocols and coded vocabularies and message standards such as HL7.	
<b>BRET - DCLS QC and Reagent Tracking in the Environmental LIMS</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	10/6/2017
<b>Mandate:</b>	No

<b>Mission Critical:</b>	
<b>Description:</b>	
Implement QC tracking and reporting of the inventory and equipment used to perform environmental sample testing to ensure compliance with the National Environmental Laboratory Accreditation Committee (NELAC) recommendations.	
<b>BRET - DCLS v10 LIMS Business Continuity Solution (FY16-18)</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	7/25/2016
<b>Mandate:</b>	No
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
Due to ongoing and emerging threats to our environment and to ensure continuity of operations, DCLS requires systems and an infrastructure that supports high availability and redundancy, 24/7 operations and the ability to operate from the DCLS facility should a disaster occur or connectivity to the Commonwealth's data center is lost. To meet this need, DCLS will configure, test and document the failover procedures for the servers already located in the DCLS Server room to ensure this COOP solution meets the lab's business needs.	
<b>BRet - DGS overall risk program 2015</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	7/24/2017
<b>Mandate:</b>	No
<b>Mission Critical:</b>	
<b>Description:</b>	
The agency was not in compliance with the overall risk program requirements for 2015.	
<b>BRet - DGS Payment Portal Enhancements</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	7/27/2016
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
DGS has identified additional requirements for the payment portal such as the capability for check processing and potential interface with other applications such as federal surplus.	

**BRet DGS 2016 Overall Audit Program**

<b>BRT Type:</b>	Business Requirement for Existing Technology
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<b>Date Submitted:</b>	2/7/2018
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<b>Mandate:</b>	No
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<b>Mission Critical:</b>	
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<b>Description:</b>
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DGS is following their audit plan. LIMS v. 10 Environmental Audit was completed in 2017. LIMS Clinical and eVA (several sub-applications) are scheduled to be completed in 2018. LIMS Newborn Screening will be completed in 2019. DGS is on track to meet the dates on their audit plan.

**BRet DGS Cloud Computing**

<b>BRT Type:</b>	Business Requirement for Existing Technology
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<b>Date Submitted:</b>	10/20/2016
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<b>Mandate:</b>	
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<b>Mission Critical:</b>	
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<b>Description:</b>
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DGS is investigating moving 2 applications to a Cloud services vendor. The business reason for the move is to reduce costs. Applications are cloud ready.

**BRet DGS End User Computing**

<b>BRT Type:</b>	Business Requirement for Existing Technology
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<b>Date Submitted:</b>	10/17/2016
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<b>Mandate:</b>	No
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<b>Mission Critical:</b>	
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<b>Description:</b>
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DGS has 566 desktops, 245 laptops/tablets, and 50network printers that will need to be migrated.

**BRet DGS Managed Security**

<b>BRT Type:</b>	Business Requirement for Existing Technology
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<b>Date Submitted:</b>	10/12/2016
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<b>Mandate:</b>	No
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<b>Mission Critical:</b>	
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<b>Description:</b>
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DGS' IT environment will need to be up to date in order to smoothly transition to the new service providers. Application and other agency dependencies need to be addressed.

<b>BRet DGS Messaging - VITA Disentanglement from NG</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	8/29/2016
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	
<b>Description:</b>	
VITA is initiating disentanglement from NG messaging services in 2016. Messaging Services for email, enterprise collaboration services, and mobile device management are required for 550 users in our agency. We also have over 30 applications that have hooks into messaging services which will need to be tested. DGS does not use the WCS SharePoint provided by VITA. We have no applications serviced via AirWatch which will need remediation.	
<b>BRET DGS Peoplesoft and CIPPS Cardinal Replacement Interfaces</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	7/27/2016
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	No
<b>Description:</b>	
The DGS PeopleSoft Financials Time & Labor applications have interfaces with the CIPPS system. There will be a Cardinal CIPPS replacement. PeopleSoft will need to modify its interfaces from CIPPS to the new Cardinal CIPPS replacement.	
<b>BRET DGS PeopleSoft Financials Upgrade</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	7/27/2016
<b>Mandate:</b>	
<b>Mission Critical:</b>	No
<b>Description:</b>	
The DGS PeopleSoft Financials environment needs to be upgraded and patched to the latest version.	
<b>BRET DGS PeopleSoft Time and Labor Upgrade</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	7/27/2016
<b>Mandate:</b>	
<b>Mission Critical:</b>	No
<b>Description:</b>	

The DGS PeopleSoft Time & Labor environment needs to be upgraded and patched to the latest version.

#### **BReT DGS SharePoint Enhancements**

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

**Date Submitted:** 4/14/2015

**Mandate:** No

**Mission Critical:** No

**Description:**

As DGS continues to expand the use of SharePoint across the business units there will be potential business requirements that will need to be addressed via custom coding and/or workflows in SharePoint. Some identified potential requirements that can be built in Sharepoint:

1. The ability to expand calendaring to our COV and non-COV tenants to manage meeting room scheduling. The ability to open up the calendars to public for requesting meeting room reservations.
2. Connect Agency applications to Agency document management system and expand the collaborative document sharing environment.

#### **BReT DGS Voice Networks**

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

**Date Submitted:** 10/17/2016

**Mandate:** No

**Mission Critical:**

**Description:**

DGS has approximately 260 non-UCaaS (HIPC) VOIP phone lines which will need to be migrated.

#### **BReT End of Life 2008 Server DGS**

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

**Date Submitted:** 8/30/2017

**Mandate:**

**Mission Critical:**

**Description:**

Agency will create a mitigation plan to address End of Life 2008 servers.

#### **BReT eVA eMail Upgrade**

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

**Date Submitted:** 7/29/2016

**Mandate:** No

<b>Mission Critical:</b>	No
<b>Description:</b>	
Need to upgrade the Ariba application software used for the eVA eMail.	
<b>BReT GovDeals</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	6/12/2017
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
GovDeals.com provides services to various government agencies that allow them to sell surplus items via the Internet.	
GovDeals provides a means for the Office of Surplus Property Management to list surplus items for sale and for potential buyers to bid upon these items via an Internet-based auction system. Although GovDeals may provide software and applications to the Client to make the listing of items easier, GovDeals is not a party to the actual sale and has no control over the listed information or the ability of the buyer and seller to complete the transaction.	
<b>BReT Replacement of DGS-Managed Surveillance System Components</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	8/23/2016
<b>Mandate:</b>	No
<b>Mission Critical:</b>	
<b>Description:</b>	
The DGS-managed surveillance system, TruVision Navigator, has certain components that are approaching end of reasonable life due to substantial technology changes in the industry. A study will need to take place to determine how best to approach the migration to and management of a new system.	
<b>BReT Server/Storage including Housing of IT Equipment</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	10/12/2016
<b>Mandate:</b>	No
<b>Mission Critical:</b>	
<b>Description:</b>	
VITA is initiating disentanglement from NG servers and storage. DGS has 68 servers which will need to be migrated and tested during this transition. Approximately 35 applications will be affected by this move and will need to be tested.	

<b>BReT VDC VALS upgrade</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	8/10/2016
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
Upgrade the software for VALS (Virginia Automated Logistics System) to include the ERP, web, and warehouse management applications. This will keep VDC on current software releases and will move them to a newer operating system.	
<b>BReT-DCLS SpecimenGate</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	4/10/2018
<b>Mandate:</b>	No
<b>Mission Critical:</b>	
<b>Description:</b>	
This is an instrument system that interfaces with the NBS LIMS module and is used for specimen data collection, analysis and interpretation of newborn samples submitted by hospitals and physicians for screening.	
<b>BRET-DGS PS Financials and Cardinal Interfaces</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	4/7/2015
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	No
<b>Description:</b>	
DGS will replace its current interface between PeopleSoft Financials and CARS, with multiple interfaces to the Commonwealth's new enterprise accounting system (Cardinal).	
<b>BRnT - DCLS Migrate legacy LIMS data to newer technology (FY16-18)</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	7/22/2016
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
ISS will retire and decommission the v9 legacy LIMS application, servers and the corresponding 9i	



database environment. The legacy data will be purged of records falling outside the lab's data retention policy. The remaining data will be migrated to the new 11g database and LINUX servers. DGS-6028 has submitted as a work request for this effort. In the meantime, ISS has submitted an exception through November 2016.

**BRNT - DGS State Surplus Application**

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

**Date Submitted:** 7/27/2016

**Mandate:** No

**Mission Critical:**

**Description:**

The Office of Surplus Property Management would like to investigate a state surplus system.

**BRnT - Integration between eVA and Cardinal**

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

**Date Submitted:** 4/23/2015

**Mandate:** Yes

**Mission Critical:** No

**Description:**

eVA has existing capabilities for real-time integration of requisition and purchase order data to external ERP systems. Modify eVA as needed for real-time integration with the Cardinal system.

**BRnT - Lab Orders - DCLS NBS Data Exchange through ConnectVirginia**

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

**Date Submitted:** 12/6/2016

**Mandate:** No

**Mission Critical:** Yes

**Description:**

DGS-DCLS intends to pilot the electronic exchange of lab orders and results, leveraging ConnectVirginia's capabilities and the established public health reporting pathway, to improve the delivery of NBS lab orders from the hospitals and results to the provider community and hospitals from DCLS.

**BRnT - Lab Results - DCLS NBS Data Exchange through ConnectVirginia**

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

**Date Submitted:** 12/6/2016

**Mandate:** No

<b>Mission Critical:</b>	Yes
<b>Description:</b>	
Virginia's Newborn Screening (NBS) Program data from 2014 indicates that we are not meeting the timeliness recommendations set forth by the Secretary's Advisory Committee on Heritable Disorders in Newborns and Children, with the majority of Virginia's newborn screening results taking great than seven days of life to be reported to healthcare providers. As a result, VA intends to pilot the electronic exchange of lab orders and results, leveraging ConnectVirginia's capabilities and the established public health reporting pathway, to improve the delivery of NBS results to the provider community and hospitals.	
<b>BRNT DGS - Electronic Plan Review Software</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	7/27/2016
<b>Mandate:</b>	
<b>Mission Critical:</b>	No
<b>Description:</b>	
BCOM is in the process of acquiring an electronic plan review software. One of the biggest challenges of any construction project is the management of the immense number of documents that are created, processed and managed throughout the project. The building plan review process requires the project design team to send copies of plans, specifications and other supporting documents, not to mention all subsequent resubmittals, to the owning agency and the State Building Official (DGS/DEB/BCOM). Beyond the expense required to do this, it makes accessing the material difficult for the project team. With an electronic plan review software, this all changes as all applicable parties can access the same documents electronically in PDF, can quickly search and navigate through all the documents, and assemble their responses. BCOM has also identified potential benefits from creating an interface between BITS and the electronic plan review software.	
<b>BRnT DGS CPU Contract Management Software</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	4/24/2015
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
DGSs Central Procurement Unit has a need for a contract management software.	
<b>BRNT DGS Ecommerce</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	7/28/2016
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No

**Description:**

DGS is investigating several ecommerce opportunities for several business units (New Born Screening kits, water kits, surplus ... ) using the new content management system.

**BRNT DGS Rewrite Class Registration**

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

**Date Submitted:** 7/28/2016

**Mandate:** No

**Mission Critical:** No

**Description:**

The current class registration system is being evaluated for a potential rewrite within the new website content management system.

**BRNT DGS Rewrite Flagstore Application**

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

**Date Submitted:** 7/28/2016

**Mandate:** No

**Mission Critical:** No

**Description:**

The current flag store is being evaluated for a potential rewrite within the new website content management system.

**BRNT DGS Rewrite Resource Scheduler**

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

**Date Submitted:** 7/28/2016

**Mandate:** No

**Mission Critical:** No

**Description:**

The current resource scheduler application, which handles conference room reservations and resource scheduling, is being evaluated for potential rewrite within the new website content management system.

**BRNT DGS Website Redesign**

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

**Date Submitted:** 6/26/2015

**Mandate:** No

<b>Mission Critical:</b>	
<b>Description:</b>	
Replace our legacy DGS Website with a new Content Management System.	
<b>BRnT DRES - Integrated Real Estate Management System Replacement</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
<p>The Division of Real Estate Services (DRES), a business unit of the Department of General Services (DGS) was formed in January 2005 as a direct result of 2004's Executive Order 75, "Managing the Commonwealth's Real Estate Holdings." DRES was established as a "one-stop shop" to provide comprehensive real estate portfolio management and transactional services on behalf of the Commonwealth.</p> <p>Below are specific Code of Virginia establishing certain performance measurements, procedures and annual reporting requirements for DGS/DRES:</p> <p>§ 2.2-1131.1. Establishment of performance standards for the use of property,  § 2.2-1136. Review of easements; maintenance of real property records,  § 2.2-1153. State agencies and institutions to notify Department of property not used or required; criteria.</p> <p>In 2007, a RFP resulted in the purchase of an IMWS product to assist DRES in the proactive management of the Commonwealth's real estate assets as drafted in the aforementioned EO. This was a replacement to an existing purchased system (PLATS) that had become outdated due to several issues but specifically lack of support from the vendor on CoVA customizations, inability to offer access to the database to other agencies and overall missing functionality to provide for high-quality and efficient lease and transaction administration.</p> <p>The new web-based application, internally named IREMS (Integrated Real Estate Management System) was purchased from a California-based firm called Bricnet (BN). It was customized to meet CoVA specifications and went live in May 2008. We continued to receive BN support on the product and customizations through the end of FY 2012 through annual maintenance renewals. The product was hosted by DGS at CESC.</p> <p>On May 24th, 2012, DGS received a formal notice from Bricnet announcing it was initiating dissolution and termination of its business effective June 30th, 2012 due to lack of investor funding and the company could no longer provide any support for its products after this date. Meetings with the appropriate DGS business units affected by this notice were promptly held including DGS Procurement to handle contract review and response.</p> <p>Pursuant to the terms of our contract with BN, all source codes, related documentation, materials, etc. for our product were released to DGS upon BN's dissolution. In July 2012, DGS was contacted by a firm based out of Massachusetts, a competing vendor to BN that also sold software solutions for real estate management. This company had hired 3 former staff from BN and was offering extended limited support only for our BN product (the vendor had not purchased the former BN company or any of its products, technology, etc.) This support offer was initially said to be available through the end of the year but was later revised to end on September 10, 2012.</p> <p>Thus IREMS is an at-risk application being that it currently has no vendor support however, fortunately, the application remains stable and is continued to be utilized to the same extent prior to this event. To ensure continued stability, DGS has a functionality "freeze" wherein no changes will be made to the application except for pending items previously approved and tested and routine data uploads via the web service.</p> <p>This application is critical in managing day-to-day processes, for continuity in our ability to provide services to our agency clients and for meeting our legislative mandated requirements. Therefore a replacement solution that can be implemented within a short timeframe and at limited expense is</p>	

necessary and desirable.

Primary responsibilities and services to be managed via the solution are described below:

- a) Maintain a detailed and accurate inventory of all state-owned and leased real property pursuant to Virginia code § 2.2-1136 (currently 1,100+ Tract records, 12,500+ Building records, 7,500+ Deed records, 1,530+ Lease records; includes expense leases, temporary transfer agreements, use agreements and income leases),
- b) Provide lease administration on behalf of state agencies, currently for 450+ leases, including automated batch processing and interfacing to PeopleSoft of monthly AP (payments to Landlords) and AR (IAT billings to agencies for funding rental amounts due and to pay DGS Surcharge Fee.) In addition, record and track all other lease commitments for non-administered/delegated agencies and higher education institutions,
- c) Maintain and provide on-line access to electronic copies of associated real estate documents (deeds, due diligence files, lease agreements, etc.),
- d) Provide tools for the querying and reporting of management-related metrics and to comply with legislative mandates including analyzing current and future lease requirements by agency, location and use of state-owned property, determining FY budget needs, annual accounting and performance updates for CAFR and General Assembly publications, etc.
- e) Manage, track and provide routine updates to management and agency contacts as to the status of active transactions, i.e. new acquisitions, leases for new rental space, lease term extensions, surplus property disposition, etc. Provide real-time transaction/project status to agency contacts via read access to the system (eliminate/reduce need for separately-maintained reporting.)
- f) Manage the complete process of billing agencies and others for DRES services at the rates submitted to and approved by JLARC (eliminate both use of a separate database currently handling the majority of this process along with the manual process for creation of IATs.)
- g) To assist with managing agency space requirements, provide the ability to review and work with CAD drawings.

**BRnT Replace Fleet application with a web based system**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	4/24/2015
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No

**Description:**  
The existing Fleet management application is based on client-server technology, which is dependent on citrix. DGS desires to move away from the citrix dependency and replace the existing application with a web based system.

**BRnT VDC Export Receiving to eVA**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	8/5/2016
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No

**Description:**  
Create a daily file of receiving information that was captured by bar code scan or data entry into the VDC warehouse system and import it into eVA. This will eliminate the need to data enter receiving information into eVA.

<b>BRnT VDC Import Payment Interface</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	8/5/2016
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
VDC would like to bring payment data from the DGS PeopleSoft Financial System into the Warehouse Management System, so that data can be displayed to customers along with other information that is currently shown.	
<b>BRNT: Upgrade of Capitol Area Parking System (CAPS)</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	9/22/2014
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
DGS will be replacing its Capitol Area Parking System (CAPS) with AIMS, a COTS product. The current application can only run against Windows XP clients and database. The new system, AIM, will be able to run against later O/S and database.	

Report Title: Appendix A 18 - 20 Report

**Agency:** Department of General Services (DGS)

**Agency Head Approval:** No

There are no Category 1, 2, or 3 IT Projects and no Budget Category: Major IT Projects for this agency

Report Title: Appendix A 18 - 20 Report

Agency: Department of General Services (DGS)

Agency Head Approval:

No

### Stand Alone Major Procurements

<b>Procurement Name:</b>	<b>DCLS LIMS Contract Renewal - Procurement</b>		
Procurement Description:	Establish a replacement contract with Abbott Informatics to ensure ongoing maintenance and support for the Division of Consolidated Laboratory Services' laboratory information management system known as SUNRISE.		
Procurement Planned Start Date		Procurement Planned Completion Date	3/1/2016
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			
<b>Procurement Name:</b>	<b>eVA Enterprise Procurement System Contract Extension</b>		
Procurement Description:	This business requirement is to extend the existing contract for eVA.		
Procurement Planned Start Date		Procurement Planned Completion Date	7/1/2016
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
194 DGS 73002 Statewide Procurement Services			Primary

### Stand Alone Non-Major Procurements

<b>Procurement Name:</b>	<b>Procurement - Lab Orders - DCLS NBS Data Exchange through ConnectVirginia</b>		
Procurement Description:	DGS-DCLS intends to pilot the electronic exchange of lab orders and results, leveraging ConnectVirginia's capabilities and the established public health reporting pathway, to improve the delivery of NBS lab orders from the hospitals and results to the provider community and hospitals from DCLS.		
Procurement Planned Start Date		Procurement Planned Completion Date	12/2/2016
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			
<b>Procurement Name:</b>	<b>Procurement - Lab Results - DCLS NBS Data Exchange through</b>		



<b>ConnectVirginia</b>			
Procurement Description:	<p>Virginia's Newborn Screening (NBS) Program data from 2014 indicates that we are not meeting the timeliness recommendations set forth by the Secretary's Advisory Committee on Heritable Disorders in Newborns and Children, with the majority of Virginia's newborn screening results taking great than seven days of life to be reported to healthcare providers. As a result, VA intends to pilot the electronic exchange of lab orders and results, leveraging ConnectVirginia's capabilities and the established public health reporting pathway, to improve the delivery of NBS results to the provider community and hospitals.</p> <p>With the implementation of the new NBS Laboratory Information Management System, DCLS now has the ability to securely exchange HL7 formatted lab orders and results with hospitals and providers by leveraging Rhapsody as the agency's data mapper/integration engine tool and ConnectVirginia as the secure pathway for standards-based data exchange with hospital partners. ConnectVirginia oversees the governance, management and operation of the Statewide Health Information Exchange and is the only entity that supports secure electronic data exchange through Virginia's Public Health Reporting Service. This service/pathway is used to securely deliver infectious and communicable disease data, immunization information, cancer registry data and syndromic surveillance data to the Virginia Department of Health (VDH).</p> <p>Using this same data exchange model for NBS lab orders and results, ConnectVirginia will create a new data type for hospitals to indicate that a message is an NBS lab order or a lab result. NBS HL7 messages will then be submitted by the hospitals through the Public Health Reporting Pathway and be delivered to VDH. Based on the new data type created for NBS transactions, VDH will route the NBS messages to DGS-DCLS without opening/reading the message content. DGS-DCLS will acknowledge receipt of the message, then decrypt the message and extract, validate and load the data into the LIMS for processing. DGS IT staff will work with ConnectVirginia and VDH to test the secure routing of these transactions from the sending facilities to DCLS. A reverse engineered process will be used to send lab results back to the hospitals leveraging the same secure pathway. The benefits of leveraging ConnectVirginia for secure electronic data exchange are that it promotes interoperability with partner hospital systems, reduces the costs of data entry, postage and courier services, advances the timely delivery of data and improves data quality in the laboratory information management system through the use of health coded vocabularies and data standards.</p>		
Procurement Planned Start Date	9/1/2016	Procurement Planned Completion Date	11/30/2016
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			
<b>Procurement Name:</b>	<b>Surplus Property Auction Procurement</b>		
Procurement Description:	<p>Looking for a surplus property auction service similar to govdeals. GovDeals.com provides services to various government agencies that allow them to sell surplus items via the Internet.</p> <p>GovDeals provides a means for the Office of Surplus Property Management to list surplus items for sale and for potential buyers to bid</p>		

upon these items via an Internet-based auction system. Although GovDeals may provide software and applications to the Client to make the listing of items easier, GovDeals is not a party to the actual sale and has no control over the listed information or the ability of the buyer and seller to complete the transaction.

Procurement Planned Start Date		Procurement Planned Completion Date	12/31/2017
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			