2024 - 2026 IT Strategic Plan

Agency: 147 Office of the State Inspector General (OSIG)

Date: 8/30/2023

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?

The Office of the State Inspector General's IT strategy directly supports the agency's mission to catalyze positive change by facilitating good stewardship of resources, deterring fraud, waste, abuse, and corruption, advocating and practicing efficiency and effectiveness, and promoting and practicing integrity and ethical conduct.
Current IT initiatives and investments focus on funding VITA-provided core systems and existing in-place commercial off-the-shelf applications procured over the prior biennium. OSIG has moved away from in-house application development, and any that existed have been deprecated. OSIG does not require additional funding for the annual support and maintenance of agency-procured existing COTS applications, VITA-provided core systems, or IT staff. At this time, the agency anticipates that all current IT Investments will continue to meet the agency business needs in the foreseeable future and will not need enhancement or additional investment.

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?

At this time, the agency is not aware of any external factors, requirements, or mandates that will require IT investments by the agency in the foreseeable future.

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?

IT objectives in OSIG's 2024-2026 strategic plan are to augment the agency's efficiency and productivity by providing staff with the technology tools to increase work output effectively. OSIG has identified Microsoft CoPilot as a tool that can provide its staff with a usable, functional AI assistant to perform automated overhead tasks within the M365 application pool.

Business Requirements For Technology

Agency:	147 Office of the State Inspector General
Date:	8/30/2023

Microsoft CoPilot

BRT Type:	Business Requirement for New Technology
Date Submitted:	7/3/2023
Mandate:	
Mission Critical:	

Description:

Microsoft 365 Copilot is a service from Microsoft to help entities manage their workload. In a nutshell, Copilot is an AI-driven virtual IT support service that provides personalized assistance in workplace management. It can help employees manage their Microsoft 365 subscriptions more effectively.
Using Microsoft 365 Copilot, businesses can save time, streamline and automate their IT processes, and increase productivity.

OSIG 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

IT Strategic Plan Budget Tables

Agency:	147 Office of the State Inspector General (OSIG)			
Date:	8/30/2023			

Current IT Services

	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Projected Service Fees	$173,804.00	$90,197.00	$179,018.00	$93,903.00
VITA Infrastructure Changes				
Estimated VITA Infrastructure	$173,804.00	$90,197.00	$179,018.00	$93,903.00
Specialized Infrastructure				
Agency IT Staff	$365,319.00		$383,585.00	
Non-agency IT Staff				
Cloud Computing Service				
Other Application Costs	$58,640.00		$59,890.00	
Total:	$597,763.00	$90,197.00	$622,493.00	$93,903.00

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		$597,763.00	$90,197.00	$622,493.00	$93,903.00
Proposed IT Investments		$0.00	$0.00	$0.00	$0.00
Total		$597,763.00	$90,197.00	$622,493.00	$93,903.00

IT Strategic Plan Projects

There are no projects for this agency.

IT Strategic Plan Procurements

There are no stand alone procurements for this agency.