

# *Commonwealth of Virginia Strategic Plan for Applications*

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## Bottom Line Up Front

- Provides the Executive Branch of Government with an applications management strategy
- Recognizes the value in collaboration; solving common business needs at less cost to the Commonwealth than the pursuit of individual solutions
- Establishes the need for improved governance of existing applications and greater transparency into their cost



## Background

- One of three key initiatives within the CIO-CAO Operational Plan
- Developed in cooperation with the CIO, CAO and the Information Technology Investment Management Customer Council
  - Included representatives from DMV, VDOT, DOF, VDH, DRS, TAX, DSS, VSP, DOE, DMAS
  - Plus working group representatives from DPB, VITA, VEAP
  - Work began in June 2008



## Purpose

- To provide the Executive Branch of government with a to-be vision for application management and the goals, objectives and strategies for achieving the vision.



# Definitions

- Enterprise Applications: Centralized administrative applications which act as the authoritative source of data or processing for the Commonwealth.\*
- Collaborative Applications and Services: Business applications and services which provide organizations and/or political subdivisions the opportunity to work together, in a substantive, mutually beneficial relationship, towards a common integrated solution.
- Agency Specific Applications: Applications which support a unique agency requirement or mission.

\* Opportunities for more than “administrative” systems.



# Portfolio Vision

## “AS-IS”

Agency Applications			
1800 Other Applications	eSignature	TREDS	iFile
			HR
			FM
			Payroll
	iReg	TREDS	Medicaid
			Analytics
	Licensing	TREDS	ReportLine
			PB
			WebBears
ePayment	Procurement		

## “TO-BE”

Enterprise Applications				
FM (Core)	Payroll (Core)	Procurement (Core)	PB (Core)	HR (Core)

Collaborative Applications & Services			
eSignature	One Stops	Enterprise Content Management	Performance Mgmt
			Time-Attendance
			Fixed Assets
ePayment	Licensing	Business Intelligence	Va.gov
			Development Support

Agency Applications			
Medicaid			iFile
TREDS			



# Strategic Framework

- Development of Goals, Objectives and Strategies that support the strategic vision and can be used to measure investments and progress
  - Goal: A broad statement of the long-term results needed to accomplish the organization’s mission and achieve its vision.
  - Objective: A description of the results that, when achieved, move an organization toward its stated goals.
  - Strategy: An action that supports the accomplishment of the strategic plan and delivers the results needed to accomplish goals and objectives.



## Framework Example

- [Goal] Provide delivery mechanisms that allow customers to serve themselves
  - [Objective] Improve customer self-service opportunities, making services convenient, cost efficient and accessible.
    - [Strategies]
      - Consumer Friendly Forms
      - Digital Signature
      - Intuitive User Interfaces
      - Actionable Information
      - Emerging technologies



## Application Vision

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### **Vision for Applications**

- Enabling Government by providing effective, efficient, necessary and secure applications to meet the needs of citizens, business and government.

### **Long Term Goals**

- Delivery mechanisms that allow customers to serve themselves.
- Applications which enable delivery of efficient and effective services.
- A unified framework for application governance, planning and management.
- Secure, reliable, confidential, and trusted services.



# Application Goals

- The Commonwealth will accomplish the vision by:
  1. Goal: Provide delivery mechanisms that allow customers to serve themselves
    - Objective: Improve customer self-service opportunities, making services convenient, cost efficient and accessible
    - Objective: Develop collaborative opportunities which deliver accessible, reusable, efficient and modern services for an e-culture
    - Objective: Manage enterprise information by making all appropriate state-managed data available to all levels of government, citizens and businesses
  2. Goal: Provide applications that deliver efficient and effective services
    - Objective: Manage enterprise information by making all appropriate state-managed data available to all levels of government, citizens and businesses
    - Objective: Develop collaborative opportunities which deliver accessible, reusable, efficient and modern services for an e-culture
    - Objective: Improve business by identifying, developing and reusing cost efficient processes, technologies and services



# Application Goals

- The Commonwealth will accomplish the vision by:
  3. Goal: Provide a framework for application governance, planning and management
    - Objective: Develop governance and planning which supports accountability and agile decision making
    - Objective: Plan, budget and measure by establishing a methodology for selecting, controlling and evaluating application investments
  4. Goal: Provide secure, confidential, trusted and reliable applications
    - Objective: Provide secure and trusted authentication of application users



## Next Steps

- Develop a Governance model, to include:
  - Organizational Structures
  - Roles & Responsibilities
  - Policy & Procedures
  - Necessary changes to existing Policy, Standards, Guidelines and Code of Virginia
- Develop measures to evaluate performance
- Develop a supporting Data Strategy and Governance model



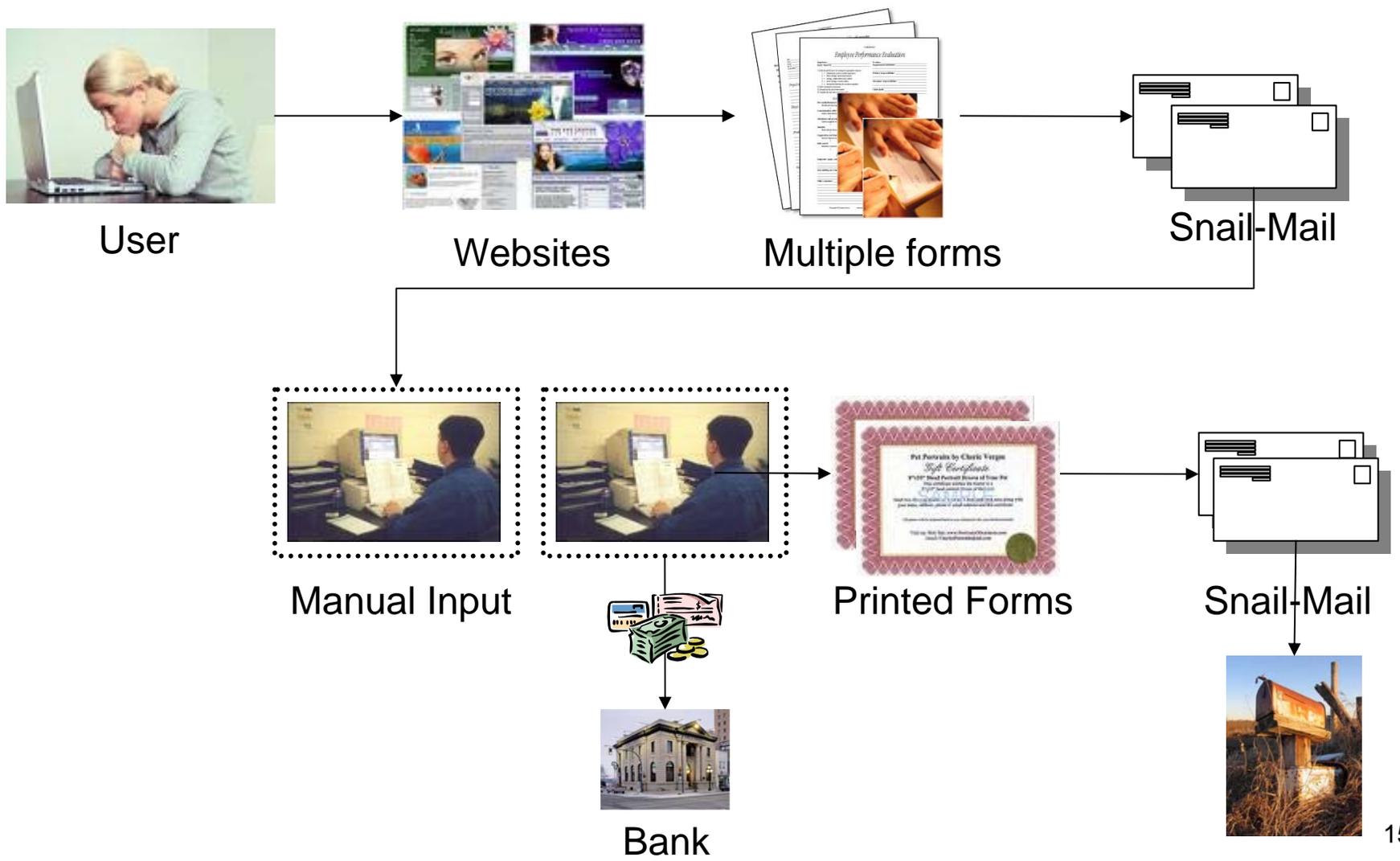
## Summary

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# *Questions & Comments*



## Citizen Interaction “As-Is”



## Citizen Interaction “To-Be”

