

# Report Title: IT Strategic Plan Summary

Agency: 222 Department of Professional & Occupational Regulation (DPOR) Date: 5/2/2017

## 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?*

DPOR completed the implementation of EAGLES, a major IT project in 2013. This application essentially provides a communication conduit and meeting place for licensees, citizens, and Department personnel. It automates and tracks application and license transactions that occur between these parties to speed up the processes, serve our citizens and operate our agency more efficiently. The other two applications that the agency uses to conduct its business is the Enforcement Tracking System (ETS) and the Image Retrieval Information System (IRIS). ETS processes professional and occupational complaint, investigation, adjudication, and compliance information as required by statute specific to the various boards regulated by DPOR. IRIS supports the agency indexing and making available all appropriate documents. It is the agency's document management system.

At this time, the agency anticipates that EAGLES and ETS will continue to meet business needs in the foreseeable future, and will not need enhancement or additional investments. The agency may be seeking to replace IRIS in the next biennium.

## 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 affect IT in other Commonwealth agencies, or in other states? If so, how?*

The agency is aware that the IT Infrastructure Sourcing Program (IISP) will have an impact on the agency. Since we do not know the parameters of the new infrastructure source, it is difficult to estimate the additional resources (staff and financial) that may be required. As it stands now, we are expecting that our current staff should be sufficient to implement changes and perform testing that maybe required as a result

of the transition.

### **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?***

At this time, the agency does not have any Proposed IT Solutions or investments that will support agency strategic objectives, commonwealth, enterprise, or secretariat-level strategic priorities, agency performance measures, or societal indicators. The agency has no plans to use the IT Shared Security Service, to increase our internet usage, or to use cloud computing. If a replacement for IRIS is initiated, we believe the agency is adequately funded to handle the new project.

# Report Title: Strategic Plan

Agency:

Department of Professional & Occupational Regulation (DPOR)

Date:

5/2/2017

## Current IT Services

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Projected Service Fees	\$0	\$1,863,079	\$0	\$1,896,627
VITA Infrastructure Changes	\$0	\$0	\$0	\$0
Estimated VITA Infrastructure	\$0	\$1,863,079	\$0	\$1,896,627
Specialized Infrastructure	\$0	\$0	\$0	\$0
Agency IT Staff	\$0	\$855,585	\$0	\$855,585
Non-agency IT Staff	\$0	\$0	\$0	\$0
Cloud Computing Service	\$0	\$0	\$0	\$0
Other Application Costs	\$0	\$0	\$0	\$0
<b>Total</b>	<b>\$0</b>	<b>\$2,718,664</b>	<b>\$0</b>	<b>\$2,752,212</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	\$0	\$0	\$0	\$0
Major Stand Alone IT Procurements	\$0	\$0	\$0	\$0
Non-Major Stand Alone IT Procurements	\$0	\$0	\$0	\$0
Agency-Level Stand Alone IT Procurements	\$0	\$0	\$0	\$0
Procurement Adjustment for Staffing	\$0	\$0	\$0	\$0
<b>Total</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## Projected Total IT Budget

Category	Costs Year 1		Costs Year 2		Total Costs
	GF	NGF	GF	NGF	
Current IT Services	\$0	\$2,718,664	\$0	\$2,752,212	\$5,470,877
Proposed IT Investments	\$0	\$0	\$0	\$0	\$0
<b>Total</b>	<b>\$0</b>	<b>\$2,718,664</b>	<b>\$0</b>	<b>\$2,752,212</b>	<b>\$5,470,877</b>

# Report Title: Business Requirements For Technology

**Agency:** Department of Professional & Occupational Regulation (DPOR)

**Date:** 5/2/2017

## BRet DPOR 2016 Upgrade to RHEL 6.5

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

**Date Submitted:** 8/15/2016

**Mandate:** No

**Mission Critical:** No

### Description:

Upgrade operating systems on five Linux database servers to release 6.5

## DPOR IT Sourcing BReT

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

**Date Submitted:** 10/11/2016

**Mandate:** No

**Mission Critical:**

### Description:

#### Messaging BReT:

VITA is initiating disentanglement from NG messaging services in 2016. Messaging Services for email, enterprise collaboration services, and mobile device management are required for 225 users in our agency. We also have 1 application that have hooks into messaging services which will need to be tested. DPOR does not use WCS SharePoint. We have no applications serviced via AirWatch which will need remediation.

#### Server/storage (including housing of equipment) BReT:

VITA is initiating disentanglement from NG servers and storage. DPOR has 25 servers which will need to be migrated and tested during this transition. 3 applications will be affected by this move and will need to be tested.

#### Authentication/directory services BReT:

DPOR has 3 applications which will need to be migrated and tested during the authentication/directory services transition. Number of users (internal and external) are 225 internal .

1 desktop and <295 laptops and 44 network printers which will need to be migrated.

#### Internet Usage BReT:

DPOR projects that internet usage will stay the same.

Report Title: Appendix A 16 - 18 Report

**Agency:** Department of Professional & Occupational  
Regulation (DPOR)

**Date:** 5/2/2017

**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 16 - 18 Report

**Agency:** Department of Professional & Occupational  
Regulation (DPOR)

**Date:** 5/2/2017

**Agency Head Approval:**

No

There are no stand alone major procurements for this agency.