

# Report Title: IT Strategic Plan Summary

Agency: 223 Department of Health Professions

## 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?***

DHP has two major applications. The first is used to license multiple medical based occupations. The second monitors prescriptions by prescribers in the Commonwealth. Currently there are no existing IT investments that will require additional funding over the next year to 6 years required by the Agency Strategic Plan. 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.

## 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?***

DHP continues to experience increases in workload due to higher volumes of licensees and more external requirements without increasing its workforce. Some of the processes that support operations are manual and with an aging workforce is creating the potential risk of losing institutional knowledge. A BRnT was created and DHP is currently in the process of working with eHHR to do an analysis to explore options to address this challenge. At this time DHP does not have a figure for how much this modernization effort will cost and if additional funding would be needed. These changes do not directly affect other agencies.

## **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?***

DHP plans on submitting Decision Packages for the following areas.

- 1) Increased telephone costs as a result of upgrading from HIPC service that was replaced with VCE. This increase was not anticipated since DHP was told the upgrade would be cost neutral. The impact of not receiving an increase in appropriation puts other agency investments at risk due to lack of funding.
- 2) Increased infrastructure costs due to the addition of 18 new FTEs. DHP will need an increase in their appropriation to offset equipment for additional staff.
- 3) VITA Enterprise Cloud Oversight Service (ECOS) for PMP System. This will be the first year that DHP will utilize this service due to being granted a waiver the prior year before the service mandated. DHP will need an increase in their appropriation to meet all IT related costs tied to this system.

The only other IT projects that DHP will need to account for are tied to disentanglement with NG. A project will be entered into CTP if the costs exceed \$ 250,000.00

# Report Title: Strategic Plan

Agency: Department of Health Professions

## Current IT Services

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Projected Service Fees	\$0	\$2,453,054	\$0	\$2,526,646
VITA Infrastructure Changes	\$0	\$0	\$0	\$0
Estimated VITA Infrastructure	\$0	\$2,453,054	\$0	\$2,526,646
Specialized Infrastructure	\$0	\$118,225	\$0	\$118,225
Agency IT Staff	\$0	\$935,215	\$0	\$932,215
Non-agency IT Staff	\$0	\$62,000	\$0	\$62,000
Cloud Computing Service	\$0	\$20,040	\$0	\$10,800
Other Application Costs	\$0	\$0	\$0	\$0
<b>Total</b>	<b>\$0</b>	<b>\$3,588,534</b>	<b>\$0</b>	<b>\$3,649,886</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	\$800,000	\$0	\$800,000
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>\$800,000</b>	<b>\$0</b>	<b>\$800,000</b>

## Projected Total IT Budget

Category	Costs Year 1		Costs Year 2		Total Costs
	GF	NGF	GF	NGF	
Current IT Services	\$0	\$3,588,534	\$0	\$3,649,886	\$7,238,420
Proposed IT Investments	\$0	\$800,000	\$0	\$800,000	\$1,600,000
<b>Total</b>	<b>\$0</b>	<b>\$4,388,534</b>	<b>\$0</b>	<b>\$4,449,886</b>	<b>\$8,838,420</b>



**Report Title: Business Requirements For Technology**

Agency: Department of Health Professions (DHP)

**BReT End of Life 2008 Servers****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.

**BRnT Pharmaceutical Processors****BRT Type:** Business Requirement for New Technology**Date Submitted:** 6/15/2017**Mandate:** Yes**Mission Critical:** Yes**Description:**

1. Registration of practitioner, patient, and parent/legal guardian, if patient minor or incapacitated\*
  - a. Mechanism for pharmacist or pharmacy technician to verify in the prescription monitoring program or other program recognized by the board, that the registrations (physician/patient/parent/guardian) are current
  - b. Registration information must be confidential with restricted access to identified groups\*\* (could give pharmacists and pharmacy technicians restricted access to a License Lookup-like site to verify current registration??; others allowed access to registration information could manually request it??)
2. Mechanism for pharmacist or pharmacy technician to verify the written certification has not expired and the date and quantity of the last dispensing of cannabidiol oil or THC-A oil to the registered patient. (could give physicians and pharmacists restricted access to a PMP-like site to verify last dispensing of oil which could also indicate expiration of written certification??)
3. Prohibition for the patient to be issued a written certification by more than one practitioner during any given time period (physician to check the PMP-like database?; don't directly address process in regs)
4. Permitting of facility with annual renewal, max of 5, 1 per health district
5. Process for identifying number of permits, registrations, and written certifications issued annually

**BRnT\_Contingency Funding for IT Internal Audit****BRT Type:** Business Requirement for New Technology**Date Submitted:** 2/19/2015**Mandate:** No**Mission Critical:** No**Description:**

DHP has 2 IT systems scheduled to be audited by March of 2015 by their Internal Auditor. In the event

that this cannot be completed by agency internal auditor, this is a placeholder for funding for this task

**DHP IT Sourcing BReT**

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

**Date Submitted:** 9/15/2016

**Mandate:**

**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 250+ users in our agency. We also have 1 application that has hooks into messaging services which will need to be tested. Workplace Collaboration Services (VITA provided SharePoint) DHP does not use WCS SharePoint. We have 0 applications serviced via AirWatch which will need remediation.

**IBM Mainframe BReT:**

VITA is initiating disentanglement from NG IBM Mainframe services in 2016. DHP ha 0 number of applications on the IBM which will need to be migrated and tested during this transition.

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

VITA is initiating disentanglement from NG servers and storage. DHP has 26 servers which will need to be migrated and tested during this transition. Our Licensing Application (MLO) will be affected by this move and will need to be tested.

**Authentication/directory services BReT:**

DHP has 2 number of applications which will need to be migrated and tested during the authentication/directory services transition. Number of users (internal and external) are <250> internal and <0> external.

**End user computing BReT :**

DHP has 150 number of desktops and 150 number of laptops and 10 network printers/copiers which will need to be migrated.

**Data networks BReT :**

DHP has/ 1 mpls network connection which will need to be migrated.

**Voice Networks BReT:**

DHP has 0 UCaaS phone lines and 300 other phone lines which will need to be migrated.

**Cloud Computing BReT:**

DHP has been approved to move their Prescription Monitoring Program (PMP) application to a Cloud services vendor. The business reason for the move is due to the vendor not doing 3rd party hosting of their applications and has already been approved by VITA. 1 applications is not cloud ready at this timethough they are working on a service. Agency will not need to bring in outside consulting to assess what needs to be done to the applications and supporting infrastructure in order to become cloud ready.

**Security Services BReT:**

To meet Commonwealth Security requirements, DHP will not engage VITA's Shared Security Services. DHP does not have DPB funds to utilize due to not being general funded.

**Internet Usage BReT:**

DHP projects that internet usage will <increase by 15% due to PMP being moved to a cloud provider as

well as looking at solutions for DHP's large number of board members and increased use of video conferencing due to remote employees.

**Electronic Content Management and Workflow Enhancements**

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

**Date Submitted:** 9/26/2014

**Mandate:** No

**Mission Critical:** No

**Description:**

This BRnT will address the growing workload that DHP Licensee staff continues to absorb. DHP is limited in hiring additional employees and often relies on temporary help to assist meet workload. DHP is looking for a solutions that will improve workflow and improve operational efficiencies.

Report Title: Appendix A 18 - 20 Report

**Agency:** Department of Health Professions (DHP)

**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 Health Professions (DHP)

Agency Head Approval:

No

### Stand Alone Major Procurements

<b>Procurement Name:</b>	<b>Live Scan Fingerprinting Services</b>		
Procurement Description:	Live scan digital fingerprint imaging services to meet the needs of pending legislation SB1018ER for pre-licensure state and federal criminal history record check. This procurement will provide electronic fingerprinting services at various sites across the state of Virginia, for all approved applicant groups requiring fingerprinting to include secure electronic capture and submission of applicant fingerprints via the internet to the Virginia State Police. Vendor must be a certified FBI Channeling Agent. Legislation mandates that service must begin January 1, 2016. Individual applicants will pay the fee for this service.		
Procurement Planned Start Date		Procurement Planned Completion Date	5/6/2015
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			
<b>Procurement Name:</b>	<b>Prescription Monitoring Program NarxCare Extension</b>		
Procurement Description:	Provide substance abuse analytics for the Prescription Monitoring Program application. Analytics should include overdose and risk scores for narcotics, sedatives, and stimulants.		
Procurement Planned Start Date		Procurement Planned Completion Date	6/1/2018
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			