2022 - 2024 IT Strategic Plan

Agency: 140 Department of Criminal Justice Services (DCJS)

Date: 8/11/2022

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?

In the prior biennium, DCJS partnered with CAI / CapTech to create an IT Roadmap for our agency by examining our current systems, as well as future projects. This Roadmap looked at how critical the system is to the agency, how well the current system supports the business, security/exposure risk, maintainability, and system availability. Based on this Roadmap, the agency initiated multiple projects to replace our legacy systems with modern solutions that meet VITA's standards and enable the agency to better support the criminal justice system in Virginia.

One such project was to replace our Grants Management System with a more automated, web-based, solution. DCJS partnered with VITA to procure a state-wide solution. This system went into production in February 2021 and is used to manage our federal and state grants. This is a SaaS solution that will require ongoing renewal and ECOS costs.

Our other projects are still on-going and will be completed in this next biennium. These projects include replacing our Client Information Management System access databases, replacing our Law Enforcement Training Records Management access databases, and replacing our Pretrial Community Corrections system. The agency utilized the existing CAI contract to bring in IT consultants to assist with this effort after we could not get funding to hire additional staff. Over the next few years, DCJS will continue to replace all legacy systems to be modern, web-based, and mobile-friendly.

Our current contract with GL Solutions that hosts our Credential Management System will end on June 30, 2021. We are trying to extend this contract for another year with one additional renewal year. Due to the issues we have had with this vendor, we have elected to use the state-wide contract with System Automation and implement a new Credential Management System. That project will be ongoing for the next two years.

DCJS is still working to fulfill "Executive Order 19: Cloud Service Utilization and Readiness" requirements. All servers have been moved to virtual servers and moved to the new data center. However, VITA has not approved us to keep using the third party Data Center, Flexential. We have submitted two RFS requests, DMND0003825 and DMND0003820. One is complete, but the other is on hold until VITA can determine how we can utilize Prisma instead of the original proposed solution.

The agency was provided General Fund funding for four new full time positions in the next fiscal year to help us implement these new systems and support them once they are in production. Even with these additions, it is anticipated that the agency will still need additional IT staff to assist with these efforts and to meet the agency's

mandates. If needed, we will utilize the CAI contract to bring on contractors.

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?

The Virginia Center for School and Campus Safety has a mandate to provide training to school safety officers (§ 9.1-184) and to create a threat case management system (§ 22.1-79.4). Bringing on two new systems to support, will increase demands on the IT staffing. Also, the agency was only provided $125,000 to implement the threat case management system. Through releasing an RFI and talking with our states, a system of this size could cost up to $2 million. DCJS will need additional funding to meet this mandate.

To support the division of Virginia Center for School and Campus Safety training mandate, the agency has released an RFP to procure a Learning Management System (LMS). The agency has made the decision to go with an enterprise solution that will meet the needs of all divisions at DCJS instead of using separate LMS solutions. This new solution must have the ability to integrate with our other systems to ensure all training requirements are met and tracked. To support the rollout of the LMS and continued maintenance of online training, the agency needs a full-time system administrator. This position would support the needs of all divisions in regards to online training. The procurement of this LMS is fully funded, but the additional staff is not.

DCJS engaged in a Memorandum of Understanding (MOU) with VITA Security Services, to receive Information Security Officer (ISO) services. This MOU does not replace an agency level ISO and staff still need to perform a large amount of security related tasks.   This includes managing quarterly scans, Incident Response, Quarterly Finding Updates, Annual VITA Documentation Review, Audits, Contract Reviews, Annual Security Awareness Campaign, findings mitigation, Policy Development / Implementation, and the Nationwide Cyber Security Review. VITA continually adds more duties to this position which is not covered by the MOU and which a part-time person cannot handle. Due to this, the agency must convert an IT position to a Full-Time ISO.   VITA requires the agency to have the ISO report directly to an agency head, so we will lose a position that would have helped support our other initiatives.

The agency also needs to invest in redesigning our extranet and internet to support our new investments and agency missions; specifically around our DEI strategies to support the One Virginia plans. The website will continue to adhere to Sec 508 standards and provide access to individuals with language barriers. It is probably that this level of effort will expand past our existing IT resources and the agency will need to bring in additional resources. This is not currently funded.

Now that we are moving towards SaaS solutions, as required by Executive Order 19, our data is stored at a variety of locations. The agency needs to build a data warehouse that would store all data in one central location to have the ability to report across all mandates and divisions. DCJS would use this new data warehouse to build a business intelligence platform used to provide advanced graphical reporting to senior leadership and the general public. This data would help the agency assess whether we are meeting our strategic goal and provide transparency to the public. This is not currently funded.

As we continue to move forward with the pandemic, the agency is determining what our future workspace will look

like. We know that many employees will be working in a hybrid work environment with time at home and time in the office. We need to look at equipment needs and purchasing additional peripheral equipment to support this new work model. This is not currently funded.

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?

The following outlines the agency priorities and approach:
1. Replacing GL Solutions: This system needs to be our primary priority due to the existing contract ending. Current DCJS staff will work with Systems Automation to implement the new system within 24 months.
2. Replacing the Law Enforcement Training Records Management access databases: We must replace all ACCESS databases as soon as possible as this technology is no longer supported by Microsoft and does not meet VITA's Enterprise Architecture Standard. We are utilizing the CAI contract for resources to assist the agency with a custom build.
3. Replacing the Client Information Management System access databases: We must replace all ACCESS databases as soon as possible as this technology is no longer supported by Microsoft and does not meet VITA's Enterprise Architecture Standard. We have released an RFP and will bring on a SaaS solution.
4. Replacing the Pretrial Community Corrections system: We must replace all ACCESS databases as soon as possible as this technology is no longer supported by Microsoft and does not meet VITA's Enterprise Architecture Standard. We have released an RFP and will bring on a SaaS solution.
5. Obtain a Learning Management System: We have released an RFP and will bring on a SaaS solution.
6. Implement a Threat Case Management System: IT will partner with the division of Virginia Center for School and Campus Safety to capture requirements and determine the best approach.

IT Strategic Plan Budget Tables

Agency:	140 Department of Criminal Justice Services (DCJS)
Date:	8/11/2022

Current IT Services				
		Costs Year 1		**Costs Year 2**	
Category	**GF**	**NGF**	**GF**	**NGF**
Projected Service Fees	$618,059.38	$153,406.51	$636,601.16	$158,008.71
VITA Infrastructure Changes	$968,892.00		$997,958.76	
Estimated VITA Infrastructure	$1,586,951.38	$153,406.51	$1,634,559.92	$158,008.71
Specialized Infrastructure				
Agency IT Staff	$974,361.00	$306,021.00	$974,361.00	$306,021.00
Non-agency IT Staff	$100,000.00	$200,000.00	$100,000.00	$200,000.00
Cloud Computing Service				
Other Application Costs				
Total:	$2,661,312.38	$659,427.51	$2,708,920.92	$664,029.71

Proposed IT Investments				
		Costs Year 1		**Costs Year 2**	
Category	**GF**	**NGF**	**GF**	**NGF**
Major IT Projects:				
Non-Major IT Projects:	$600,000.00	$800,000.00		$500,000.00
Agency-Level IT Projects:	$250,000.00	$250,000.00	$250,000.00	$250,000.00
Major Stand Alone IT Procurements:				
Non-Major Stand Alone IT Procurements:				
Agency-Level Stand Alone IT Procurements:	$150,000.00	$100,000.00	$150,000.00	$100,000.00
Procurement Adjustment for Staffing:				
Total:	$1,000,000.00	$1,150,000.00	$400,000.00	$850,000.00

Projected Total IT Budget				
		Costs Year 1		**Costs Year 2**	
Category	**GF**	**NGF**	**GF**	**NGF**
Current IT Services:	$2,661,312.38	$659,427.51	$2,708,920.92	$664,029.71
Proposed IT Investments:	$1,000,000.00	$1,150,000.00	$400,000.00	$850,000.00
Total:	$3,661,312.38	$1,809,427.51	$3,108,920.92	$1,514,029.71

Business Requirements For Technology

Agency:	140 Department of Criminal Justice Services
Date:	8/11/2022

140 DCJS BReT Cloud Readiness Assessment 2018 ERS

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/26/2021
Mandate:	Yes
Mission Critical:	Yes

Description:

Governor Ralph Northam's "Executive Order 19: Cloud Service Utilization and Readiness" requires agencies to take specific actions starting this month and continuing through fall 2019.

 The order requires VITA to adopt a model for evaluating and incorporating cloud services into the commonwealth's information technology (IT) strategy and services. VITA has:
 Started the process of creating a cloud services model
 Begun obtaining information about agency systems that can be migrated to a cloud environment
 Provided an overview of the process at the recent agency information technology resources (AITR) meeting
 Planned additional announcements to AITRs regarding remaining steps
 Included cloud-related services and migration to the new data center in the recently awarded infrastructure contracts
 Additionally, VITA and all systems must move from the Commonwealth Enterprise Solutions Center (CESC) in Chester by December of 2021. One related strategy is to reduce the number of physical servicers at CESC to prepare for the move. This means migration to the cloud must be completed by that time. It is imperative to start planning now.
 Agencies' IT staff members have been asked to complete cloud assessments and should be using the results to identify resource requirements. VITA encourages agencies to evaluate their resources and discuss resource planning with the appropriate financial staff to ensure work can begin as required. Resource needs should be included requests in the upcoming budget cycle. enabled, VITA will
 To identify which existing solutions can be migrated to the cloud and ensure all new IT solutions proposed be cloud- issue a hosting standard in the coming weeks. This standard will define terminology and identify requirements agencies must consider when implementing cloud-based IT solutions.

140 DCJS BReT Cloud Readiness Assessment 2018 GM G

BRT Type:	Business Requirement for Existing Technology
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Mission Critical:	Yes

Description:

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To identify which existing solutions can be migrated to the cloud and ensure all new IT solutions proposed be cloud- issue a hosting standard in the coming weeks. This standard will define terminology and identify requirements agencies must consider when implementing cloud-based IT solutions.

140 DCJS BRnT Threat Case Management System

BRT Type:	Business Requirement for New Technology
Date Submitted:	3/26/2021
Mandate:	Yes
Mission Critical:	
Description:	

Virginia Center for School and Campus Safety (new division that was created in our agency over the past year). Focus of division is campus safety and technical assistance, k-12 school safety and threat assessment and law enforcement training. This division will have technology needs as they work through business requirements. We do expect that technology projects will surface over the coming 12 months. However, we will need to prioritize based upon other projects previously referenced

140 DCJS Replace Access Applications BReT

BRT Type:	Business Requirement for New Technology
Date Submitted:	3/26/2021
Mandate:	
Mission Critical:	Yes
Description:	

To replace the following systems: Pretrial Community Corrections system, Client Information Management System Virginia Sexual & Domestic Violence Victim Fund databases, AND TEX/ACE.

DCJS needs to re-platform or replace systems that are locally installed as they do not meet the VITA EA standards. Many of these are MS Access which is reaching end of life and are nearly impossible to support. The Client Information Management System Virginia Sexual & Domestic Violence Victim Fund databases where developed over 22 years ago and have over 500 users. These are client data collection system for local and statewide victim/witness grant programs. The TEX/ACE database is over 20 years old and have 500 users. This database keeps track of state law enforcement training records. The Pre-Trial Community Corrections application is build in VB6, lives locally on individual computers, and has over 400 users. All systems should be web based so that they do not to be individually deployed to each user's computers and meet VITA's EA standards.

BReT Maintenance and Support for Regulatory Affair

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/26/2021
Mandate:	Yes
Mission Critical:	Yes
Description:	

Annual maintenance and support from GL Solutions (Software Vendor) in order to continue to operate and maintain systems for our credentialing application for our Regulatory Affairs Division.

BReT Programs and Services

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/26/2021
Mandate:	Yes
Mission Critical:	Yes
Description:	

We currently have aged legacy systems that support our programs and services division. The legacy systems are also spread across several areas and are separate and distinct systems that require support. The business requirement is to find a product that is configurable to support the multiple programs and one that also uses more current technology providing more flexibility and functionality for the end users. The systems in question are primarily case managment and data collection applications. Current technology is Microsoft Access.

BReT Replace Credential Management System

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/26/2021
Mandate:	

Mission Critical:	Yes
Description:	

Our current third party Credential Management System, GL Solutions, contract ends on July 2021. We have not been satisfied with the vendor's software and support, so would need to start the process of replacing this will another SaaS solution.

BReT: Business Intelligence/Data Analytics

BRT Type:	Business Requirement for New Technology
Date Submitted:	6/10/2021
Mandate:	
Mission Critical:	
Description:	

Build a data warehouse used to build and publish graphical reporting to our constituents. This data would help us determine how well we met our strategic goals.

BReT: Miscellaneous Software Renewal Costs

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	6/10/2021
Mandate:	
Mission Critical:	
Description:	

Yearly renewal for software that is below the threshold for needing a PGR.

BReT: New Learning Management System

BRT Type:	Business Requirement for New Technology
Date Submitted:	6/10/2021
Mandate:	Yes
Mission Critical:	Yes
Description:	

To procure a Learning Management System (LMS) to be used agency wide to fulfill all training mandates. Our Regulatory Affairs division currently utilizes the state LMS, Meridian, which does not fully meet their needs. Our Programs & Services division uses Relias which also does not fully meet their needs. A new division was created in 2019, the Virginia Center for School and Campus Safety (VCSCS), to carry out it's training as mandated in § 9.1-184 which will also require a LMS. This division was created in 2019 and has a mandate to provide training and report data for school safety resource officers. After extensive research neither the state Median nor Relias will meet the needs of the VCSCS division. The agency has made the decision to have one enterprise solution that will meet the needs of the entire agency. There are other divisions (e.g., the Division of Law Enforcement) that will also utilize the new LMS to ensure there are no further delays in testing due to unforeseen circumstances like the pandemic.

BReT: OGMS System Maintenance

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	6/10/2021
Mandate:	Yes
Mission Critical:	Yes
Description:	

Annual maintenance and support from Dulles (Software Vendor) in order to continue to operate and maintain systems for our grants management system.

FAACT FY22 Expansion

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	8/11/2021
Mandate:	
Mission Critical:	
Description:	

Enhance the capabilities of the Framework for Addiction Analysis and Community Transformation (FAACT) data-sharing and analytics platform and expand service to all remaining localities in Virginia. This expansion will also include data collection and reporting on Human Trafficking.

GM Grants Management Information System Online (GM

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/31/2021
Mandate:	
Mission Critical:	
Description:	

Associated Project: CTP20329 - EO19_DCJS_Grants Management Information System_Repurchase

IT Strategic Plan Projects

Agency:	140 Department of Criminal Justice Services (DCJS)
Date:	8/11/2022

New Credential Management System	

Category 4	Project Initiation Approval

The Virginia Department of Criminal Justice Services, Division of Licensure and Regulatory Services involves the oversight and enforcement of five regulatory programs to include: Private Security Services; Bail Bondsmen; Bail Enforcement Agents; Special Conservators of the Peace; and Tow Truck Drivers. The Division is using a COTS system, GL Solutions, to manage these programs. Applicants can submit and pay for their applications online. We have interfaces with multiple external systems, including DMV and Fieldprint, to eliminate manually processing of photo ID wallet cards and fingerprint. There are also automated emails to keep the applicants informed of the process. The project will implement a new cloud-based Credential Management System that will include data migration from the legacy system.

Project Start Date		8/1/2020	Project End Date	
Estimated Costs:	**Total**		**General Fund**	**Non-General Fund**
Project Cost		$1,413,074.00		
Estimated first year of biennium:		$0.00	$0.00	$0.00
Estimated second year of biennium:		$0.00	$0.00	$0.00

Project Related Procurements

There are no procurements for this project

Pre-trial Community Corrections System Replacement	

Category 4	Investment Business Case Approval

The Pre-trial Community Corrections Case Management application is written in VB6 and lives locally on customer computers. We have 37 jail localities that are required to use this system to carry out the mandates in the Virginia Code § 9.117 et seq. (Comprehensive Community Corrections Act for Local- Responsible Offenders) and § 19.2-152.2 et seq. (Pretrial Services Act).

We confirm that this procurement is in accord with the Chief of Staff April 2 memorandum, which outlined a number of measures to reduce or eliminate agency spending due to the COVID-19 crisis.   We have also attained all internal and external budget approvals necessary to complete this transaction.

Project Start Date		9/1/2020	Project End Date	
Estimated Costs:	**Total**		**General Fund**	**Non-General Fund**
Project Cost		$990,000.00		
Estimated first year of biennium:		$0.00	$0.00	$0.00
Estimated second year of biennium:		$0.00	$0.00	$0.00

Project Related Procurements

There are no procurements for this project

Victims Services Technology Project	
Category 3	Project Initiation Approval

 Improve the DCJS Victims Services Grant Programs administration by implementing a technology solution that automates the Victims Services Grant Program administration while ensuring data integrity, accessibility, compliance, security and continuous operation. The agency is seeking a partner, through the CAI contract, to support in the implementation of a new system.

This project will include the decommissioning of outdated Microsoft Access-based applications and legacy systems currently in use.

This project will address duplication of effort/data, system performance and support, data integrity, data loss prevention, data and application security, and continuity of operation.

Project Start Date		5/2/2022	Project End Date	2/24/2023

Estimated Costs:	Total		General Fund	Non-General Fund
Project Cost	$1,305,000.00			$1,305,000.00
Estimated first year of biennium:	$0.00		$0.00	$0.00
Estimated second year of biennium:	$1,080,000.00		$0.00	$1,080,000.00

Project Related Procurements

There are no procurements for this project

DCJS Learning Management System Project - 2021	
Category 4	Project Initiation Approval

 To procure a Learning Management System (LMS) to be used agency wide to fulfill all training mandates. Our Regulatory Affairs division currently utilized the state LMS, Meridian, which does not fully meet their needs. Our Programs & Services division uses Relias which also does not fully meet their needs. A new division was created in 2019, the Virginia Center for School and Campus Safety (VCSCS), to carry out it's training as mandated in § 9.1-184 which will also require a LMS. This division was created in 2019 and has a mandate to provide training and report data for school safety resource officers.   After extensive research neither the state Median nor Relias will meet the needs of the VCSCS division. The agency has made the decision to have one enterprise solution that will meet the needs of the entire agency. There are other division (e.g., the Division of Law Enforcement) that will also utilize the new LMS to ensure there are no further delays in testing due to unforeseen circumstances like the pandemic. DCJS will leverage the RFP process to determine the best LMS for the agency.

Project Start Date		6/15/2022	Project End Date	6/30/2023
Estimated Costs:	Total		General Fund	Non-General Fund
Project Cost	$769,250.00		$769,250.00	
Estimated first year of biennium:	$0.00		$0.00	$0.00
Estimated second year of biennium:	$300,000.00		$300,000.00	$0.00

Project Related Procurements

There are no procurements for this project

IT Strategic Plan Procurements

Agency:	140 Department of Criminal Justice Services (DCJS)
Date:	8/11/2022

Stand Alone Procurements:

Procurement Name:	FAACT FY22-FY24 Expansion Procurement
Procurement Date	9/30/2022
Procurement Description:	Sign a SOW in the ongoing contract with Qlarion to expand the capabilities of the Framework for Addiction Analysis and Community Transformation (FAACT) data-sharing and analytics platform and service to all remaining localities in Virginia. This expansion will also include data collection and reporting on Human Trafficking.

Procurement Name:	Programs & Services Procurement
Procurement Date	7/1/2021
Procurement Description:	Identify and implement a technology solution to support the Victims Services organization. The preferred solution is a single off-the-shelf system that meets the requirement for all Victims Services Grant Programs. Victims Services Grant Programs include: - Victim/Witness - Virginia Sexual & Domestic Violence Victim Fund - Sexual Assault Grant Program - Sexual Assault Services Program - Violence Against Women