

# 2020 - 2022 IT Strategic Plan

**Agency:** 409 Department of Energy

**Date:** 9/24/2022

## 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 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?**

DMME users, software and hardware follow existing VITA standards. IT related service and operation costs for the agency continue to be one of the highest concerns. DMME will continue to look for cost reductions as new or changing VITA - MSI services are available. DMME has developed custom software and extensive business applications for its office and field staff. This software has provided advanced capabilities in the areas of mapping and inspection and enforcement tools. DMME has also implemented web-based e-government services for the majority of our industry customers. These innovative changes have had a positive impact on agency service delivery and customer satisfaction and nationally recognized. The use of DMME's web site and social media applications continues to grow, reflecting the agency's priority of meeting the needs of its customers. DMME does not require additional funding for Agency IT Strategic Plan activities.

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

Increasing IT costs have hindered DMME's ability to develop new and innovative services. Customers continue to express a high demand for additional electronic government services and easily accessible information. Meeting these needs while maintaining effective software in an increasingly costly environment has been a challenge. The vast majority of custom DMME applications are continually updated to comply with hardware and operating system

updates. These upgrades have been in response to security and operating system requirements, not a requirement of client or business needs. The resulting increased need for system testing and upgrades continues to reduce development time for needed business solutions. DMME will follow hardware refresh schedules provided by VITA policy.

DMME's IT Architecture will be reviewed with MSI vendors. DMME's data center located in Big Stone Gap will need to continue operation due to the local data storage and transfer rates.

SECURITY SHARED SERVICES will be addressed with DMME's contract with Commonwealth Security Services. DMME will continue to address any audit and ISO issues that may need additional work.

CLOUD APPLICATION HOSTING needs will be reviewed when MSI vendors are available and other agencies have proven a value or savings. DMME has no external cloud services, all applications are on virtual servers in the Big Stone Gap office.

INTERNET UTILIZATION is a small issue as more bandwidth is always a desire. DMME's current business internet services should expand slightly in the next 2 years. Internet usage and cost will be reviewed as new options are made available.

### **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?**

DMME's software developers will be continually re-engineering software to work within a less costly environment while maintaining the high standards of service for which our clients expect. DMME's e-Forms center applications will expand during the coming biennium to provide additional services to our industry customers. The agency's IT staff has the skills needed to enhance, expand and support future needs.

DMME plans to refresh laptop user hardware in this biennium. DMME will also review servers and network infrastructure in the Big Stone Gap data center as new MSI options are available. Testing and supporting these upgrades will occupy a significant amount of IT resources. Business process owners and IT staff continually look for improvements such as cloud storage and increased use of internet-based services. DMME will review the support from the IT Shared Security Services. IT system audits and risk evaluations will be needed during the biennium.

# IT Strategic Plan Budget Tables

Agency:	409 Department of Energy			
Date:	9/24/2022			
<b>Current IT Services</b>				
	<b>Costs Year 1</b>		<b>Costs Year 2</b>	
<b>Category</b>	<b>GF</b>	<b>NGF</b>	<b>GF</b>	<b>NGF</b>
<b>Projected Service Fees</b>	\$880,756.45	\$409,618.17	\$907,179.14	\$421,906.71
<b>VITA Infrastructure Changes</b>				
<b>Estimated VITA Infrastructure</b>	\$880,756.45	\$409,618.17	\$907,179.14	\$421,906.71
<b>Specialized Infrastructure</b>				
<b>Agency IT Staff</b>	\$599,978.48		\$599,978.48	
<b>Non-agency IT Staff</b>	\$15,000.00		\$15,000.00	
<b>Cloud Computing Service</b>				
<b>Other Application Costs</b>	\$38,280.00	\$38,956.00	\$38,280.00	\$38,956.00
<b>Total:</b>	\$1,534,014.93	\$448,574.17	\$1,560,437.62	\$460,862.71
<b>Proposed IT Investments</b>				
	<b>Costs Year 1</b>		<b>Costs Year 2</b>	
<b>Category</b>	<b>GF</b>	<b>NGF</b>	<b>GF</b>	<b>NGF</b>
<b>Major IT Projects:</b>				
<b>Non-Major IT Projects:</b>				
<b>Agency-Level IT Projects:</b>				
<b>Major Stand Alone IT Procurements:</b>				
<b>Non-Major Stand Alone IT Procurements:</b>				
<b>Agency-Level Stand Alone IT Procurements:</b>				
<b>Procurement Adjustment for Staffing:</b>				
<b>Total:</b>	\$0.00	\$0.00	\$0.00	\$0.00
<b>Projected Total IT Budget</b>				
	<b>Costs Year 1</b>		<b>Costs Year 2</b>	
<b>Category</b>	<b>GF</b>	<b>NGF</b>	<b>GF</b>	<b>NGF</b>
<b>Current IT Services:</b>	\$1,534,014.93	\$448,574.17	\$1,560,437.62	\$460,862.71
<b>Proposed IT Investments:</b>	\$0.00	\$0.00	\$0.00	\$0.00
<b>Total:</b>	\$1,534,014.93	\$448,574.17	\$1,560,437.62	\$460,862.71

# Business Requirements For Technology

<b>Agency:</b>	409 Department of Energy
<b>Date:</b>	9/24/2022
<b>409 DMME Web Forms Application</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	6/3/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
The agency uses IIS web forms with a SQL server data storage to allow clients to submit required data, retrieve information and do electronic business with the agency.	

# IT Strategic Plan Projects

There are no projects for this agency.



# IT Strategic Plan Procurements

There are no stand alone procurements for this agency.