2022 - 2024 IT Strategic Plan

Agency: 506 Motor Vehicle Dealer Board (MVDB)

Date: 1/7/2022

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?

The Motor Vehicle Dealer Board (MVDB) will administer sections of the Commonwealths Motor Vehicle Dealer Laws and Regulations as charged; while providing a high level of customer service for the automotive consumer and dealer community.

1. Global Search is the agency's document management system for the retrieval and storage of scanned documents. This system allows staff to efficiently retrieve electronic documents for research, validation and review purposes as it impacts the agency mission. Global Search has an ongoing maintenance agreement with VITA approved contract vendor (Square9) ensuring dedicated resources are assigned to technical questions and necessary software upgrades from vendor.

* FY 20 -21 Global Search was upgraded from Global Search 4.4 to Global Search 5.0. This was to follow suit with our server upgrade and migration to QTS.

Global Search Maintenance contract that renews every 12 months. This ongoing maintenance contract ensures all upgrades, security patches and technical support are kept current to ensure MVDB can continue to scan and store documents for historical use.

2. In May of 2020, due to the COVID 19 pandemic, MVDB added 10 new laptops to our inventory. These new laptops were provided by VITA for emergency use during the pandemic. Each laptop was assigned to central office staff member to provide the staff the ability to work from home reducing the risk of catching or spreading COVID-19 and to help with social distancing. MVDB continues to implement the 10 laptops with the potential for staff to work remotely in conjunction with the new Dealer Portal system.

3. The MVDB continues with its ongoing contract and relationship with the Commonwealth Security Services. Commonwealth Security Services provides the following on going services for the MVDB:

* Safeguard information assets and protect privacy;
* Preserve the integrity and reliability of data;
* Function as intended to achieve the MVDB's objectives; and
* Comply with Standards, policies and regulations.

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 unknown/uncertainty of the current dependency on the DMV mainframe by the MVDB can have an impact on mission critical operations and cost the agency unanticipated expenses in mainframe connectivity.

MVDB has deep connections to the IBM Mainframe provided to us by DMV. Relying on DMV managed print services and use of the IBM Mainframe, MVDB encounters on multiple occasions the issues behind this deep connection, causing interrupted services. One of these interrupted services is an outdated web application created by DMV that ties into the IBM Mainframe used by a few of our dealers to renew their dealer and salesperson licenses.

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?

As DMV continues to move away from the mainframe, the MVDB is pursuing a more stable and independent system that no longer requires deep integration with DMV systems. The pursuit of a SAAS system becomes a reality moving to the future of MVDB.

In August of 2018 MVDB discussed the need to upgrade or replace the current homegrown Dealer Renewal System provided to us by DMV back in 1996. This Dealer Renewal System is outdated, cumbersome, and error-prone, which explains why over 98% of the licensed dealers do not use this system. In March of 2019 the MVDB hired a consulting firm to come in and evaluate our agency needs and requirements for a new dealer system. From June of 2019 to October of 2020, the MVDB met with various vendors, Commonwealth agencies IT staff resulting in the evaluation and decision to go with one SAAS system that is currently in use by five other Commonwealth agencies. The MVDB began further discussion with the vendor and the capabilities of the SAAS system. In March of 2021 the MVDB received a financial quote from the vendor and we are in discussions with our Board to pursue the purchasing of the software for the Dealer Portal.

This new SAAS system will provide our dealer community with a more efficient and modernized approach to license renewals as well as provide our MVDB staff the ability to significantly streamline some of our manual process thus saving man hours, eliminate additional workforce (part-time staff) and provide us with a singular system to manage our dealer community.

IT Strategic Plan Budget Tables

Agency:	506 Motor Vehicle Dealer Board (MVDB)
Date:	1/7/2022

Current IT Services				
		Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Projected Service Fees		$196,756.86		$202,659.57
VITA Infrastructure Changes				
Estimated VITA Infrastructure	$0.00	$196,756.86	$0.00	$202,659.57
Specialized Infrastructure				
Agency IT Staff		$87,150.00		$87,150.00
Non-agency IT Staff				
Cloud Computing Service				
Other Application Costs		$10,000.00		$10,000.00
Total:	$0.00	$293,906.86	$0.00	$299,809.57

Proposed IT Investments				
		Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Major IT Projects:				
Non-Major IT Projects:				
Agency-Level IT Projects:				
Major Stand Alone IT Procurements:				
Non-Major Stand Alone IT Procurements:		$380,000.00		$193,000.00
Agency-Level Stand Alone IT Procurements:		$9,200.00		$9,200.00
Procurement Adjustment for Staffing:				
Total:	$0.00	$389,200.00	$0.00	$202,200.00

Projected Total IT Budget				
		Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Current IT Services:	$0.00	$293,906.86	$0.00	$299,809.57
Proposed IT Investments:	$0.00	$389,200.00	$0.00	$202,200.00
Total:	$0.00	$683,106.86	$0.00	$502,009.57

Business Requirements For Technology

Agency:	506 Motor Vehicle Dealer Board
Date:	1/7/2022

BRet Commonwealth Security Compliance	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	6/14/2021
Mandate:	
Mission Critical:	Yes
Description:	

MVDB has an on going contract with Commonwealth Security for Compliance. This is a 3 year contract that runs from July 2020 to July 2023.

BRnT Dealer License Renewal Portal	
BRT Type:	Business Requirement for New Technology
Date Submitted:	3/19/2021
Mandate:	
Mission Critical:	
Description:	

Redesign of Dealer License Renewal Portal: The current Dealer License Renewal Portal is dated and results in issues with completing the renewal of dealer licenses. After review and discussion with DMV IT Staff, the decision was made to proceed with a new system provided by software vendor. From March 2019 to February of 2021, MVDB went through multiple meetings, with Vendors and DMV IT Staff over system requirements, needs and best options for the Dealer Portal. In February of 2021, MVDB chose one vendor based on meeting multiple criteria and that their software is implemented right now with in 5 other state agencies in the Commonwealth. This vendor is ECOS approved and on state contract. The MVDB is in process to meet with the board to discuss the proposed plan and financial quote provided by the vendor.

Disaster Recovery Plan	
BRT Type:	Business Requirement for New Technology
Date Submitted:	6/14/2021
Mandate:	
Mission Critical:	Yes
Description:	

After a recent IT Security Audit we were requested to pursue a Disaster Recovery plan. We scheduled a few meetings with DR team, CAM and BRM to discuss options. We are now planning on the last step of getting the specific needs and pricing for our DR service. Once we have discussed all options we will be initiating the request for DR service.

IT Strategic Plan Projects

There are no projects for this agency.

IT Strategic Plan Procurements

There are no stand alone procurements for this agency.