2022 - 2024 IT Strategic Plan

Agency: 937 Southern Virginia Higher Education Center (SVH

Date: 1/20/2023

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 Southern Virginia Higher Education Center (SVHEC) strives to provide current, reliable, and sustainable. technologies in a timely manner to meet the needs of students, faculty, partner institutions, and staff. The SVHEC's network operation center (NOC) utilizes a virtualized server environment [upgraded FY'21] supporting local and cloud services, a campus-wide wireless local area network (LAN), a Single Gateway "BYOD" (Bring Your Own Device) Wireless Network Controller, a single authorization network (supporting over 300 student computers in 14 computer classrooms) and two 12-unit mobile laptop labs. The mobile lab laptops are available for check-out by students for daily use through the SVHEC campus. Campus facilities include 27 classrooms equipped with digital audio-visual (AV) projection systems and an 80-seat tiered conference center with dual high definition (HD) projection systems and digital audio-visual presentation technology. The SVHEC houses the Center for Nursing Excellence (CNE) with provides the regions only health care training simulation center, the IT Academy consisting of multiple classrooms, IT repair workstation labs and a Network Server data center [for student use only], a Mac-based Adobe Suite Digital Technology & Design computer lab, Dell workstation windows-based Computer Aided Drawing (CAD) labs each housing 20 computers, a robotic and automation classroom with student robotic trainers, CAD computers, three dimensional (3D) printers, a reverse engineering robotic arm, and CAD/Computer Aided Machining (CAM) workstations running Siemens' GO PLM and Tecnomatix software. Our labs and classrooms support our educational partner's programs plus our SVHEC Workforce Non-credit credential-based training and our Career Tech Academy a partnership with our 3 local public school systems Halifax County Public Schools, Charlotte County Public Schools and Mecklenburg County Public Schools, our Virginia Community College Partners, Danville Community College and Southside Community College. Through interagency collaboration, the SVHEC's educational partners can deliver distance education (Zoom or other platforms) using our 100 Megabyte Internet gateway from educational partners including Danville Community College, Longwood University, Old Dominion University, Southside Virginia Community College, University of Virginia and Virginia Tech and collaborative partner Lake Country Distance Education Center.

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?

SHARED SECURITY SERVICES: SVHEC has signed an MOU with CSRM. The Southern Virginia Higher Education Center has an ISO and deputy ISO along with several CompTIA Security+ certified technicians on staff. Collaboratively, the SVHEC ISO and deputy ISO are guided by VITA ISO (and team) and supported by VITA's Information Security Officer Service. This is a valuable service to enhance compliance with security standards.
CLOUD SOLUTIONS: The Southern Virginia Higher Education Center was positioned well for the move to cloud-based systems as the agency has always purchased a Microsoft Campus Agreement for Microsoft products, Windows, Server, Word, Excel, etc. Therefore, moving to Microsoft Cloud solutions like 365, Exchange, etc. has been an easy adjustment that the agency has added gradually over the last 4 years. As the COV in scope agencies are moving to 365 this should add to our compatibility. As a Microsoft Campus 3 customer, cloud-based systems have not impacted our budget requirements.
INTERNET USEAGE: Internet usage continues to increase slowly. Although we have added users and equipment like security devices, technology has improved especially in video compression and streaming requirements. The SVHEC has two upstream providers, one focused on telephony and the other, traditional Internet access. This allows the agency instantaneous failover. A gradual increase in Internet bandwidth may be needed by FY'25 but should be within current funding.

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?

None.

IT Strategic Plan Budget Tables

Agency:	937 Southern Virginia Higher Education Center (SVH
Date:	1/20/2023

Current IT Services

Category	Costs Year 1 GF	Costs Year 1 NGF	Costs Year 2 GF	Costs Year 2 NGF
Projected Service Fees	$1,000.00		$1,000.00	
VITA Infrastructure Changes	$3,719.00		$3,719.00	
Estimated VITA Infrastructure	$4,719.00	$0.00	$4,719.00	$0.00
Specialized Infrastructure	$96,810.00	$421,061.00	$96,810.00	$421,061.00
Agency IT Staff	$213,854.00	$68,688.00	$213,854.00	$68,688.00
Non-agency IT Staff				
Cloud Computing Service				
Other Application Costs				
Total:	$315,383.00	$489,749.00	$315,383.00	$489,749.00

Proposed IT Investments

Category	Costs Year 1 GF	Costs Year 1 NGF	Costs Year 2 GF	Costs Year 2 NGF
Major IT Projects:				
Non-Major IT Projects:				
Agency-Level IT Projects:				
Major Stand Alone IT Procurements:				
Non-Major Stand Alone IT Procurements:				
Agency-Level Stand Alone IT Procurements:				
Procurement Adjustment for Staffing:				
Total:	$0.00	$0.00	$0.00	$0.00

Projected Total IT Budget

Category	Costs Year 1 GF	Costs Year 1 NGF	Costs Year 2 GF	Costs Year 2 NGF
Current IT Services:	$315,383.00	$489,749.00	$315,383.00	$489,749.00
Proposed IT Investments:	$0.00	$0.00	$0.00	$0.00
Total:	$315,383.00	$489,749.00	$315,383.00	$489,749.00

Business Requirements For Technology

Agency:	
Date:	1/20/2023

IT Strategic Plan Projects

There are no projects for this agency.

IT Strategic Plan Procurements

There are no stand alone procurements for this agency.