

2022 - 2024 IT Strategic Plan

Agency: 960 Department of Fire Programs (DFP)

Date: 11/22/2022

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?

As an Executive level agency, the Department of Fire Programs (DFP) utilizes IT services from Virginia Information Technologies Agency (VITA), and approved suppliers. To both meet VITA requirements, and in an effort to bring superior customer service to stakeholders, the agency also has an internal Information Technology (IT) Division.

The agency implemented a cloud-based Learning Management System (CornerStone on Demand) and is in the implementation phase for a Records Management System (ImageTrend). These applications represent a major agency investment, and will help to support DFP's mission of training fire service personnel, and the State Fire Marshal Office's fire prevention inspections. As both applications are cloud-based, they help bring the agency in compliance with the Governor's Executive Order 19. Additionally, each system requires a multi-year expense for license renewals.

CornerStone on Demand (CSOD) is being positioned to provide more than 44,000 fire service personnel and 700+ Virginia fire departments an agile product that will grow with them over time. This system grants users real-time and instant access to records, certifications, and instructor feedback, and will ultimately expand the scope of classroom learning beyond physical boundaries.

Image Trend will aid the entire staff of the State Fire Marshal's Office (SFMO) with statewide inspection, investigation, and reporting activities. The system will allow inspection data to be recorded into the cloud and updated from anywhere with an internet connection. For investigations, all aspects (witnesses, evidence, etc.) can be documented, and reports can be generated in an ad-hoc fashion for statistical analysis. Image Trend represents a complete solution with a flexible approach that will serve to enhance SFMO functions.

Each of these system's legacy applications will be migrated to the new data center and hosted on updated servers to remediate EOL operating systems and their associated security issues.

While the agency already has an IT team, the many ongoing projects, and increasing VITA regulations reflects a need to grow. Agency leadership has acknowledged this need, and is seeking funding for a permanent Information Security Office (ISO) position. This position will oversee the agency's IT Security Program, including security training for staff via SANS, and review of the IT Disaster Recovery/Continuity of Operations Plan programs. Additionally, DFP will augment IT staff as needed via contract positions, and partnering with IT consultation groups.

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?

In response to EO19, the agency will continue to leverage VITA's data center, infrastructure, and other 3rd party SaaS providers to host applications.

Additionally, the agency will place an emphasis on investing in network connectivity, both in speed and availability to bolster bandwidth requirements and address the need for continuity of operations.

Both of these areas, cloud services and network This should reduce agency risk, and ensure a more distributed platform for system access.

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?

Network Infrastructure

Upgrades to the data Network are required. In a comprehensive bandwidth analysis, all VDFP office circuits were found to be over utilized. VDFP projects that internet usage will continue to increase due to Cloud services (Cornerstone, ImageTrend, G-Mail), increased user count, and continuing reliance on internet connected communications platforms (web conferencing, VOIP). To address this deficit, the agency is planning to invest in the upgrade of all circuits to surpass the minimum speeds suggested.

EO19 - Network/Cloud Storage

Server/storage (including housing of equipment) : The agency is investigating disentanglement from legacy servers

and storage. VDFP has some on-premise servers which will need to be migrated in order to meet EO19 requirements.

End User Computing Devices

The agency has completed two refresh cycles for End-user devices, and this has dramatically aided in efficiency and telework options. VDFP will enter its third refresh cycle in FY22 and plans to continue to streamline the computer to staff ratio, focus on mobile-focused devices and remediate any EOL devices in the environment. Additionally, the agency will work with VITA and its suppliers to implement solutions that support niche use-cases of COV devices.

Security

To meet Commonwealth Security requirements, VDFP will procure security services from 3rd party vendors with DPB funds, and may supplement those services with VITA's Shared ISO Services.

Summary

The agency's current IT support model calls for the IT Division to directly manage, maintain, modify, and master the understanding of all systems under their purview. To support this effort, IT Staff will continue to serve staff and stakeholders by investing in continuing education for active directory, network infrastructure/security, Security, and end-user computing support. Also, VDFP will utilize staff augmentation via 3rd party partners as appropriate. Additionally, as state agencies shift to a changing support model that favors SaaS systems and distributed infrastructure, VDFP will place an emphasis on evaluating applications and their viability for cloud-hosted solutions.

Over the next three years, VDFP's goal will be to decommission any legacy systems that no longer meet the business needs of the agency, and ensure alignment of all new IT implementations with VITA's security and procurement requirements. VDFP IT staff will update agency-level hardware, software and networks to meet the business need. Any device or system whose EOL is imminent or at risk of failure, will be identified. The agency will invest in new hardware, software, and network equipment to maintain the segmentation between external and internal networks, and ensure a secure stance during community activities.

IT Strategic Plan Budget Tables

Agency:	960 Department of Fire Programs (DFP)			
Date:	11/22/2022			
Current IT Services				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Projected Service Fees		\$628,030.00		\$646,871.00
VITA Infrastructure Changes		\$181,555.40		
Estimated VITA Infrastructure	\$0.00	\$809,585.40	\$0.00	\$646,871.00
Specialized Infrastructure				
Agency IT Staff		\$283,573.00		\$297,752.00
Non-agency IT Staff		\$135,000.00		\$135,000.00
Cloud Computing Service		\$453,853.13		\$453,853.13
Other Application Costs				
Total:	\$0.00	\$1,682,011.53	\$0.00	\$1,533,476.13
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:		\$168,019.40		\$168,019.40
Major Stand Alone IT Procurements:				
Non-Major Stand Alone IT Procurements:				
Agency-Level Stand Alone IT Procurements:				
Procurement Adjustment for Staffing:				
Total:	\$0.00	\$168,019.40	\$0.00	\$168,019.40
Projected Total IT Budget				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Current IT Services:	\$0.00	\$1,682,011.53	\$0.00	\$1,533,476.13
Proposed IT Investments:	\$0.00	\$168,019.40	\$0.00	\$168,019.40
Total:	\$0.00	\$1,850,030.93	\$0.00	\$1,701,495.53

Business Requirements For Technology

Agency:	960 Department of Fire Programs
Date:	11/22/2022
960 DFP BReT Cloud Readiness QuickBooks Migration	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/26/2021
Mandate:	Yes
Mission Critical:	Yes
Description:	
<p>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.</p> <p>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:</p> <ul style="list-style-type: none"> 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 <p>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.</p> <p>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</p> <p>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.</p>	
Blasters Explosives	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/31/2021
Mandate:	
Mission Critical:	
Description:	
Associated Project: CTP20756 - EO19_DFP_Aggregate_ReHost	

Firescanners 2	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/31/2021
Mandate:	
Mission Critical:	
Description:	
Associated Project: CTP20756 - EO19_DFP_Aggregate_ReHost	
FSTRS Web	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/31/2021
Mandate:	
Mission Critical:	
Description:	
Associated Project: CTP20756 - EO19_DFP_Aggregate_ReHost	
Image Trend BRnT	
BRT Type:	Business Requirement for New Technology
Date Submitted:	3/26/2021
Mandate:	
Mission Critical:	
Description:	
<p>VDFP is seeking a secure private cloud hosting Software Service that will replace VFIRS Virginia Fire Incident Reporting System and SFMD the State Fire Marshal's Database. VDFP has selected Image Trend which is a product that offers powerful analytical tools that will take advantage of large data stores thus integrating several systems. This will allow VDFP to make data driven decisions. The application suite supports hot mapping GIS Integration and Fire predictive reporting.</p>	
Link DB	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/31/2021
Mandate:	

Mission Critical:	
Description:	
Associated Project: CTP20756 - EO19_DFP_Aggregate_ReHost	
LXR Test Bank	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/31/2021
Mandate:	
Mission Critical:	
Description:	
Associated Project: CTP20756 - EO19_DFP_Aggregate_ReHost	
New Fire SVC Training Records System Client Server	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/31/2021
Mandate:	
Mission Critical:	
Description:	
Associated Project: CTP20756 - EO19_DFP_Aggregate_ReHost	
Policies and User Education	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/31/2021
Mandate:	
Mission Critical:	
Description:	
Associated Project: CTP20756 - EO19_DFP_Aggregate_ReHost	
Reduced Cigarette Ignition Propensity 2.0	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/31/2021

Mandate:	
Mission Critical:	
Description:	
Associated Project: CTP20756 - EO19_DFP_Aggregate_ReHost	
Remark Class OMR	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/31/2021
Mandate:	
Mission Critical:	
Description:	
Associated Project: CTP20756 - EO19_DFP_Aggregate_ReHost	
Scan Tools 2	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/31/2021
Mandate:	
Mission Critical:	
Description:	
Associated Project: CTP20756 - EO19_DFP_Aggregate_ReHost	
State Fire Marshal's 3.0 Web	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/31/2021
Mandate:	
Mission Critical:	
Description:	
Associated Project: CTP20756 - EO19_DFP_Aggregate_ReHost	

IT Strategic Plan Projects

There are no projects for this agency.

IT Strategic Plan Procurements

There are no stand alone procurements for this agency.