

ITSP Summary Biennium 2026-28

Agency Name: 129 Department of Human Resources Management (DHRM)

Date Generated: 09-10-2025

Agency Mission, Goals and Objectives:

Agency Mission:

The Virginia Department of Human Resource Management (DHRM) serves as the Commonwealth's central HR agency, providing leadership, policy direction, and operational support across state government. Created and governed by the Code of Virginia §§ 2.2-1200 through 2.2-1213, DHRM oversees a wide range of enterprise HR programs, including policy development, compensation and benefits, employee relations, talent acquisition and retention, performance management, diversity and inclusion, and workplace safety.

Agency Goals:

DHRM is in the midst of a broad IT modernization initiative focused on reducing technical debt, enhancing service delivery, and aligning with statewide digital government goals.

Current priorities include:

- Expanding real-time data reporting and dashboard capabilities
- Extending Customer Relationship Management (CRM) functionality to streamline internal operations with other divisions within the agency.
- Automating performance management across state agencies with our Recruitment Management System (RMS).
- Migrating the SAS data warehouse to a more scalable cloud platform like Snowflake.
- Launching a statewide HR Community of Practice portal to foster collaboration among HR leaders.
- Subscribe to VITA's Disaster Recovery (DR) services to ensure critical DHRM systems can be rapidly restored in the event of an outage or cyber incident.

Legacy systems, such as HurMan, are being phased out in favor of more modern, efficient solutions. In parallel, the agency is strengthening its IT governance by establishing an Enterprise Architecture Review Board and maintaining rigorous compliance with infrastructure and security standards.

DHRM's IT strategy is focused on delivering secure, scalable, and people-centered solutions that empower agencies and enhance the employee experience across the Commonwealth.

Agency Objectives:

The agency's IT Division is a strategic enabler of DHRM's mission, delivering technology solutions that support internal operations and enterprise services used by state and local agencies. These platforms are essential to the Commonwealth's HR ecosystem and include:

- Cardinal: Ensures availability and accurate HR reporting for over 135,000 employees.
- Commonwealth of Virginia Learning Center (COVLC): A cloud-based training platform supporting more than 250 state and local entities.
- Commonwealth of Virginia Campaign (CVC) Gives: Facilitates charitable giving for more than 135,000 employees.
- Customer Relationship Management (CRM): A cloud-based centralizes support operations for employee health benefits and ensures compliance with data and documentation standards.
- Data Warehouse: Supports statewide HR reporting and analytics by consolidating data from multiple sources.
- Recruitment Management System (RMS): A modern recruitment solution serving agencies across the Commonwealth.
- SecurePass: A secure portal for HR data sharing and tools, including HR Data Insights (HRDI) and Phoenix.

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 6 years in support of the strategic objectives of your agency.

Will any of the following areas require additional funding over the next 6 years beyond that currently forecast by your agency? (please check all that apply)

License Renewals, System Enhancements, Re-competition of current IT contracts, Security improvements,

Looking ahead over the next 6 years, please list any IT initiatives needed to support the business Mission, Goals, and Objectives of your agency not addressed by application modernization (other than staffing levels and applications detailed elsewhere). These could include disaster recovery, network upgrades, radio communications etc.

IT Initiative 1:

Launch a formal data governance initiative to ensure the accuracy, consistency, and accessibility of HR data across all platforms, particularly those reliant on Cardinal. This program will drive improved data quality, support compliance, and enhance decision-making across the state.

IT Initiative 2:

Expand the use of automation technologies, including AI and Microsoft Power Platform, to streamline administrative processes, reduce manual workloads, and reallocate staff capacity toward higher-value strategic initiatives.

IT Initiative 3:

Transition to cloud-native solutions, such as Microsoft Azure, to improve system scalability, reliability, and cost efficiency. This shift will support business continuity, reduce technical debt, and lay the foundation for future digital innovation.

IT Initiative 4:

Implement an Enterprise Architecture Review Board responsible for reviewing and guiding IT investments, architecture decisions, and technology standards. This board will ensure alignment with agency and statewide IT policies, promote system interoperability, and optimize long-term sustainability.

IT Initiative 5:

Redesign the DHRM website and related digital services to deliver a more intuitive, user-friendly experience. Enhancements will prioritize accessibility, mobile responsiveness, and content organization to better serve employees, HR professionals, and external stakeholders.

External Factors Impacting IT:

In this section, describe changes or mandates from external sources to the agency's current IT investments. These are requirements and mandates from external sources, such as new federal or state legislation, executive orders, regulatory bodies, or legal requirements. The agency must identify the change, any important deadlines that must be met, and the consequences if the deadlines are not met.

Are there any mandate driving changes in your current IT environment? (Yes/No)

No

Will you have staffing issues that impact meeting these requirements and mandates?

Future IT Solutions:

This section will discuss how the agency's IT investments and investment strategies support the business strategies over the next 6 years. The agency does not need to discuss specific technologies at this time.

List in priority order, the IT investments (Projects, Procurements, BRTs) for your agency during the next 6 years.

Place your proposed projects and procurements in order of priority for your agency (one being the highest priority).

1. Projects and Procurement Details:

IT Investment:

DHRM Learning Management System renewal

IT Objective:

Operate

IT Business Value:

We have one remaining renewal for the Meridian contract. Will need to request a Sole Source or release an RFP. Other agencies use a sole source until they have time to do an RFP.

IT Support:

A cloud-based training platform supporting more than 250 state and local entities.

2. Projects and Procurement Details:

IT Investment:

Azure/Snowflake Migration

IT Objective:

Innovate

IT Business Value:

Migrate our data warehouse to the Azure/Snowflake environment using the VITA contracts.

IT Support:

Supports statewide HR reporting and analytics by consolidating data from multiple sources.

IT Strategic Plan Budget Tables

Current IT Services				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Projected Service Fees	\$132,213	\$271,771	\$136,179	\$279,924
VITA Infrastructure Changes				
Estimated VITA Infrastructure	\$132,213	\$271,771	\$136,179	\$279,924
Specialized Infrastructure	\$13,344	\$224,214	\$14,678	\$246,636
Agency IT Staff	\$1,685,440	\$1,190,803	\$1,685,440	\$1,190,803
Non-agency IT Staff	\$100,000		\$100,000	
Cloud Computing Service	\$160,000		\$160,000	
Other Application Costs	\$215,165		\$300,000	
Total:	\$2,306,163	\$1,686,789	\$2,396,298	\$1,717,363

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:	\$200,000		\$200,000	
Major Stand Alone IT Procurements:				
Non-Major Stand Alone IT Procurements:	\$750,898		\$500,000	
Agency-Level Stand Alone IT Procurements:	\$175,125		\$180,000	
Procurement Adjustment:				
Total:	\$1,126,023		\$880,000	

Projected Total IT Budget				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Current IT Services	\$2,306,163	\$1,686,789	\$2,396,298	\$1,717,363
Proposed IT Investments	\$1,126,023		\$880,000	
Total	\$3,432,186	\$1,686,789	\$3,276,298	\$1,717,363

Commonwealth Projects >= \$250,000.00

There are no projects for this agency.

Commonwealth Procurements >= \$250,000.00

Agency:	129 Department of Human Resources Management (DHRM)
Date:	9/26/2025
Procurement Name:	DHRM PageUp Performance SOW
Procurement Date	12/31/2024
Procurement Description:	The Supplier, PageUp, will provide DHRM with a Software as a Service (SaaS) Performance Management Solution. This SOW will support the implementation of a Performance Management module to be used by state agencies.
Procurement Name:	DHRM PBA - LMS Replacement Procurement
Procurement Date	8/1/2025
Procurement Description:	DHRM needs to procure (via competitive RFP procurement process) a modern and effective, Software as a Service (SaaS) Learning Management System to support the business operations and training needs of state and local government customers.
Procurement Name:	LMS Upgrade - Procurement
Procurement Date	12/31/2026
Procurement Description:	*** PMD Update: This is TIME SENSITIVE to the agency and many have already reviewed and are aware of the plan moving forward. *** ECOS Application has been submitted, DHRM needs to update its existing LMS (Learning Management Solution). The existing solution has a number of deficiencies that must be addressed as these deficiencies are causing operational problems. DHRM is requesting a sole source procurement with the existing Cloud provider, Meridian. VITA SCM is currently working on this effort. DHRM will submit an ECOS application for this. (submitted)