

# ITSP Summary Biennium 2026-28

**Agency Name:** 182 Virginia Employment Commission

**Date Generated:** 09-10-2025

## Agency Mission, Goals and Objectives:

### **Agency Mission:**

The Virginia Employment Commission (VEC) strengthens Virginia's workforce and economy by providing temporary financial assistance to eligible unemployed workers.

### **Agency Goals:**

Become the Best in Class Employment Commission in the Country.

VEC is committed to performance at every level of our operation. Performance means delivering accurate, timely and efficient services that put the customer first, prioritize innovation, foster continuous improvement; and employ exemplary stewardship of public resources. VEC is committed to continually communicating and implementing state and federal policies and procedures to safeguard sensitive information; protecting it against unauthorized use, inspection or disclosure.

**Agency Objectives:**

Improving Processes and Technology - The agency will focus resources and efforts to improve internal communication, remove manual processes, and create a collaborative work environment.

**Objective Strategies**

- Create a collaborative mission-focused culture
- Continuous process optimization
- Enhance the Virginia Unemployment Insurance System

Improving Customer Journey - Enhancing the VEC customer journey involves optimizing every touchpoint and interaction that claimants and employers experience with the agency. This objective focuses on streamlining processes to make them more user-friendly, ensuring that services are accessible, and providing clear and timely communication.

**Objective Strategies**

- To be accessible and responsive to claimants and employers seeking assistance.
- Redesign the digital experience by upgrading the Agency's website and making educational resources clear and easily accessible.
- Increase first-contact resolution and online claim filing.

Become a Resilient Agency - Ensure the agency can rapidly respond to and scale with economic fluctuations.

**Objective Strategies**

- Develop a Resiliency Plan that meets the objectives as outlined in the Code of Virginia section 60.2-111 Section E.
- Consolidate risk management efforts.
- Establish a digital training and knowledge base to support team and customers

## 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, 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:

Vulnerability Remediation

IT Initiative 2:

Onboarding/Offboarding process modifications (automation)

IT Initiative 3:

Remediate technical debt of existing applications that do not require replacement (upgrade to current versions of 3rd party tools/libraries)

IT Initiative 4:

IT training development and cross-training

IT Initiative 5:

Application log monitoring

## 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)**

Yes

### 1. Mandate Details:

Mandate:

Internal to State Government?

Mandate Date: 01/01/2026

Need Change?:

Maximum Weekly Benefit Amount increase to \$430, Minimum Weekly Benefit Amount increase to \$112

Consequence:

Non-compliance with state law.

Citation:

SB1056/HB1766

Impact:

n/a

### 2. Mandate Details:

Mandate:

Internal to State Government

Mandate Date: 07/01/2025

Need Change?:

Update Virginia Unemployment Insurance System to reflect an increase of the income disregard from \$50 to \$100.

Consequence:

Non-compliance of state law.

Citation:

SB1057

Impact:

N/A

### 3. Mandate Details:

Mandate:

Internal to State Government

Need Change?:

Update systems built under older information security standards to to meet the latest SEC530 standard. Funding need is a ball park estimate.

Consequence:

Audit findings.

Citation:

SEC530

Impact:

Unknown.

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

Yes

## 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:

BReT - Admin Fee Changes

IT Objective:

Operate

IT Business Value:

Provides the mechanisms to collect the administrative fee, thereby providing the ability for the agency to achieve funding sustainability for technology.

IT Support:

Provides much needed funding sustainability for technology in times when federal funding is unavailable or below state needs.

### 2. Projects and Procurement Details:

IT Investment:

Project Web-upload

IT Objective:

Operate

IT Business Value:

Replaces an existing system that is end-of-life.

IT Support:

Provides replacement functionality for an end-of-life tool provided by another agency. This will allow employers to continue filing their quarterly tax and wage reports.

3. Projects and Procurement Details:

IT Investment:

Project Tiger Team - Identity Theft

IT Objective:

Improve

IT Business Value:

Allows the agency to work better with victims of identity theft.

IT Support:

This provides a mechanism for the agency to work through identity issues found within our systems and minimizes the impacts of stolen identity on the victim.

4. Projects and Procurement Details:

IT Investment:

Project ESSO (separation from Taxation)

IT Objective:

Operate

IT Business Value:

The agency that currently provides this function is modernizing their own internal system and the login function will not be available to our agency. This project will allow employers to work with the agency through our existing website.

IT Support:

Strengthens employer relationships by removing the login function from another

agency and replaces it by asking employers to login directly to VEC's Unemployment Insurance Employer Self Service site.

#### 5. Projects and Procurement Details:

IT Investment:

Project Tiger Team and Security Enhancements

IT Objective:

Improve

IT Business Value:

Allows the agency to improve the overall efficiency of business processes through automation.

IT Support:

This represents a series of system and operational improvements to build resilience and adaptability by identifying and mitigating security issues. It also covers initiatives to improve overall efficiently and effectively within business processes.

#### 6. Projects and Procurement Details:

IT Investment:

PGR - VUIS System Updates 2025/2026

IT Objective:

Improve

IT Business Value:

By collecting additional information on wage data, the agency, economists, and political leaders can make more informed decisions going forward.

IT Support:

Allows the agency to collect additional data elements from employers as part of their quarterly wage filing and takes advantage of grant funding made available for



this activity. The result will provide decision makers with additional information on wage data.

#### 7. Projects and Procurement Details:

IT Investment:

Procurement - 3rd Party Maintenance

IT Objective:

Operate

IT Business Value:

Provides staff augmentation capabilities with a supplier is who knowledgeable of our system and are able to make large scale changes that we are unable to do with our internal staff.

IT Support:

Allows the agency to respond to larger system changes that we are unable to perform ourselves.

#### 8. Projects and Procurement Details:

IT Investment:

Procurement - Outsource Print and Mailing

IT Objective:

Operate

IT Business Value:

We are reducing cost by outsourcing the printing and mailing of correspondence and at the same time position us for increased workloads as needed.

IT Support:

By outsourcing printing and mailing of correspondence we are better able to respond to immediate and drastic changes of claims volume.

## 9. Projects and Procurement Details:

### IT Investment:

BReT - Transition VUIS application to use COV Auth

### IT Objective:

Improve

### IT Business Value:

Changing the authentication model of our largest application to authenticate against the COV Active Directory provides the first step of allowing this application's infrastructure to be fully VITA managed (VITA Transformation). It also works to eliminate a separate username/password that staff need to maintain.

### IT Support:

Simplifies the user experience of internal staff by eliminating a separate username/password that users have to manage.

## 10. Projects and Procurement Details:

### IT Investment:

BRnT - Modernize Intranet

### IT Objective:

Improve

### IT Business Value:

Streamlines access to information for agency staff thereby improving citizen support and knowledge resilience.

### IT Support:

Simplifies the technology stack used by the agency and enhances the user experience of the agency's intranet.

## IT Strategic Plan Budget Tables

| Current IT Services           |              |              |              |              |
|-------------------------------|--------------|--------------|--------------|--------------|
|                               | Costs Year 1 |              | Costs Year 2 |              |
| Category                      | GF           | NGF          | GF           | NGF          |
| Projected Service Fees        |              | \$9,670,944  |              | \$9,961,073  |
| VITA Infrastructure Changes   |              |              |              |              |
| Estimated VITA Infrastructure |              | \$9,670,944  |              | \$9,961,073  |
|                               |              |              |              |              |
| Specialized Infrastructure    |              |              |              |              |
| Agency IT Staff               |              | \$9,100,000  |              | \$9,600,000  |
| Non-agency IT Staff           |              | \$1,500,000  |              | \$1,500,000  |
| Cloud Computing Service       |              | \$1,600,000  |              | \$1,680,000  |
| Other Application Costs       |              | \$4,000,000  |              | \$4,000,000  |
| Total:                        |              | \$25,870,944 |              | \$26,741,073 |

| Proposed IT Investments                   |              |             |              |             |
|-------------------------------------------|--------------|-------------|--------------|-------------|
|                                           | Costs Year 1 |             | Costs Year 2 |             |
| Category                                  | GF           | NGF         | GF           | NGF         |
| Major IT Projects:                        |              | \$1,500,000 |              | \$1,500,000 |
| Non-Major IT Projects:                    |              | \$1,000,000 |              | \$1,000,000 |
| Agency-Level IT Projects:                 |              | \$200,000   |              | \$200,000   |
| Major Stand Alone IT Procurements:        |              | \$3,000,000 |              | \$3,000,000 |
| Non-Major Stand Alone IT Procurements:    |              | \$1,250,000 |              | \$1,250,000 |
| Agency-Level Stand Alone IT Procurements: |              | \$300,000   |              | \$300,000   |
| Procurement Adjustment:                   |              |             |              |             |
| Total:                                    |              | \$7,250,000 |              | \$7,250,000 |

| Projected Total IT Budget |              |              |              |              |
|---------------------------|--------------|--------------|--------------|--------------|
|                           | Costs Year 1 |              | Costs Year 2 |              |
| Category                  | GF           | NGF          | GF           | NGF          |
| Current IT Services       |              | \$25,870,944 |              | \$26,741,073 |
| Proposed IT Investments   |              | \$7,250,000  |              | \$7,250,000  |
| Total                     |              | \$33,120,944 |              | \$33,991,073 |

# Commonwealth Projects >= \$250,000.00

|                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                    |                            |                  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|----------------------------|------------------|
| Agency:                                                                                                                                                                                                                                                                                                                                                                                                                                             | 182 Virginia Employment Commission |                            |                  |
| Date:                                                                                                                                                                                                                                                                                                                                                                                                                                               | 9/29/2025                          |                            |                  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                    |                            |                  |
| Project - Admin Fee Changes                                                                                                                                                                                                                                                                                                                                                                                                                         |                                    |                            |                  |
| Category 4                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                    | Limited Oversight - Active |                  |
| This project 'Admin Fee Charge' in Tax entails the changes in the existing Revenue Posted and Adjusted Report, Certification and Rating functional areas in VUIS tax system. This new functionality is required to allow VEC user to calculate admin fee in tax system on consolidated basis. When this new functionality is developed and implemented, System shall allow VEC user to calculate the admin fee to report in their financial system. |                                    |                            |                  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                    |                            |                  |
| Project Start Date                                                                                                                                                                                                                                                                                                                                                                                                                                  | 8/9/2024                           | Project End Date           | 11/27/2024       |
| Estimated Costs:                                                                                                                                                                                                                                                                                                                                                                                                                                    | Total                              | General Fund               | Non-General Fund |
| Project Cost                                                                                                                                                                                                                                                                                                                                                                                                                                        | \$633,000                          |                            |                  |
| Estimated first year of biennium:                                                                                                                                                                                                                                                                                                                                                                                                                   | \$0                                |                            |                  |
| Estimated second year of biennium:                                                                                                                                                                                                                                                                                                                                                                                                                  | \$0                                |                            |                  |

## Project Related Procurements

There are no procurements for this project.

|                                                                                                                                                                                                                 |             |                             |                  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-----------------------------|------------------|
| Project ESSO (separation from Taxation)                                                                                                                                                                         |             |                             |                  |
| Category 4                                                                                                                                                                                                      |             | Project Initiation Approval |                  |
| Provides new business application to Authorized Users (VEC) which shall enable them to have employer access their ESS (Employer Self Service) application along with user management and admin functionalities. |             |                             |                  |
|                                                                                                                                                                                                                 |             |                             |                  |
| Project Start Date                                                                                                                                                                                              | 12/20/2024  | Project End Date            | 4/7/2026         |
| Estimated Costs:                                                                                                                                                                                                | Total       | General Fund                | Non-General Fund |
| Project Cost                                                                                                                                                                                                    | \$1,700,000 |                             | \$1,700,000      |
| Estimated first year of biennium:                                                                                                                                                                               | \$0         |                             |                  |
| Estimated second year of biennium:                                                                                                                                                                              | \$0         |                             |                  |

## Project Related Procurements

There are no procurements for this project.

|                    |                             |
|--------------------|-----------------------------|
| Project Web-upload |                             |
| Category 4         | Project Initiation Approval |

Will provide a replacement application to enable users to file and pay the returns electronically with Virginia Employment Commission. This functionality is currently being provided by the Virginia Department of Taxation as part of their own web upload application which will be discontinued soon.

|                                    |              |                     |                         |
|------------------------------------|--------------|---------------------|-------------------------|
| Project Start Date                 | 8/16/2024    | Project End Date    | 6/30/2026               |
| <b>Estimated Costs:</b>            | <b>Total</b> | <b>General Fund</b> | <b>Non-General Fund</b> |
| Project Cost                       | \$1,000,000  |                     |                         |
| Estimated first year of biennium:  | \$0          |                     |                         |
| Estimated second year of biennium: | \$0          |                     |                         |

### Project Related Procurements

There are no procurements for this project.

|                                                                            |           |                            |                  |
|----------------------------------------------------------------------------|-----------|----------------------------|------------------|
| Project - Field Audit Application Replacement                              |           |                            |                  |
|                                                                            |           | Limited Oversight - Active |                  |
| Replace the existing field audit application that has reached end of life. |           |                            |                  |
|                                                                            |           |                            |                  |
| Project Start Date                                                         | 5/12/2025 | Project End Date           | 1/30/2026        |
| Estimated Costs:                                                           | Total     | General Fund               | Non-General Fund |
| Project Cost                                                               | \$750,000 |                            |                  |
| Estimated first year of biennium:                                          | \$0       |                            |                  |
| Estimated second year of biennium:                                         | \$0       |                            |                  |

### Project Related Procurements

There are no procurements for this project.

# Commonwealth Procurements >= \$250,000.00

|                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Agency:</b>                  | 182 Virginia Employment Commission                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Date:</b>                    | 9/30/2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Procurement Name:</b>        | Procurement - LexisNexis Threatmetrix Renewal                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Procurement Date</b>         | 2/29/2024                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Procurement Description:</b> | <p>To cover multiple annual renewals for the existing LexisNexis ThreatMetrix services currently under contract. This was originally approved with PGR number 22-083.</p> <p>Our agency has been asked to provide an identity verification solution that offers less friction than the current process. These products allow us to reduce fraud risk and provide identity verification to help ensure that the right customers receive their entitled benefits. This solution has been implemented in several Unemployment Insurance agencies across the country.</p> |
| <b>Procurement Name:</b>        | Procurement - Outsource Print and Mailing                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Procurement Date</b>         | 2/1/2023                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Procurement Description:</b> | Procurement to outsource the printing and mailing of VEC's outbound mailings. VEC will conduct an RFP for a 5 year contract                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Procurement Name:</b>        | Procurement - User Experience Enhancements                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Procurement Date</b>         | 12/31/2024                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Procurement Description:</b> | Rebuild the agency's main website, update the underlying content management system, and simplify the language.                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Procurement Name:</b>        | Procurement Annual FileNet SW Renewal 2024-2028                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Procurement Date</b>         | 10/31/2024                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Procurement Description:</b> | We need to procure the annual renewals for FileNet software. We are doing 1 Business Requirement for Technology and 1 PGR to cover 5 years of renewals. We will be renewing for 1 year at a time, but doing the governance for 5 total years at one time. Will use VITA contract VA-220218-TTP.                                                                                                                                                                                                                                                                       |