

ITSP Summary Biennium 2026-28

Agency Name: 222 Dept of Professional & Occupational Regulation

Date Generated: 09-10-2025

Agency Mission, Goals and Objectives:

Agency Mission:

The Department of Professional and Occupational Regulation protects the health, safety and welfare of the public by licensing qualified individuals and businesses and enforcing standards of professional conduct for professions and occupations as designated by statute.

Agency Goals:

Goal #1) Promote regulatory excellence and positive business climate by issuing licenses to competent workforce in a timely and efficient manner, by reducing barriers to entry and ensuring health, safety, and welfare of the public.

Objective 1.1 - Issue licenses, certifications, registrations, and other authorizations to qualified individuals and businesses in a time efficient manner.

Objective 1.2 - Enhance professional and occupational opportunities for qualified local and external workforce by reducing regulatory burden and giving them quicker access to employment opportunities to earn their livelihood for their overall economic and professional growth.

Objective 1.3 - Regulate professions and occupations effectively with minimal barriers to entry.

Goal #2) Bring efficiencies in complaint analysis and investigations process to safeguard public interest and promote fair housing opportunities by resolving complaints against regulated professionals who fail to comply with standards of practice.

Objective 2.1 - Reduce complaint analysis and licensing-related case hearing and

investigation process intake time and resolve disciplinary complaints efficiently for applicants by providing faster solutions.

Objective 2.2 - Investigate and resolve complaints efficiently through alternatives to the formal disciplinary process.

Goal #3) Maximize organizational effectiveness and improve the quality of customer service in all programs through efficient delivery of administrative and technological support.

Objective 3.1 - Integrate information technology transformation into core agency service areas and operations to maximize customer satisfaction through digital transformation and business process re-engineering

Objective 3.2 - Increase security to protect Agency's software and systems from cyber threats and safeguard DPOR's 323,000 regulant population's PII (Personal Identification Information) from cyber attacks while maintaining strong standards for Business Continuity in all situations.

Objective 3.3 Integrate information technology transformation into core agency service areas and operations to maximize customer satisfaction through digital transformation and business process re-engineering

Agency Objectives:

Refer to the section above that lists objectives for each goal.

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)

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:

Upgrade / replace DPOR's three mission critical systems

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: 12/31/2025

Need Change?:

Not disclosed

Consequence:

Not disclosed

Citation:

Not disclosed

Impact:

n/a

2. Mandate Details:

Mandate:

Internal to State Government

Need Change?:

There are various legislative and regulatory mandates that can impact DPOR

systems

3. Mandate Details:

Mandate:

External to State Government

Mandate Date: 06/30/2026

Need Change?:

Enhance DPOR systems to comply with Cosmetology Licensure Compact (The Council of State Governments (CSG) is partnering with the Department of Defense (DoD) and the Future of the Beauty Industry Coalition to support the mobility of licensed cosmetologists through the development of a new interstate compact. This additional licensing pathway will create reciprocity among participant states and reduce the barriers to license portability and employment.)

Consequence:

Possible legal action against the Commonwealth

Citation:

<https://cosmetologycompact.org/>

Impact:

n/a

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:

Upgrade or replace three mission critical systems (EAGLES, ETS, IRIS)

IT Objective:

Improve

IT Business Value:

By upgrading or replacing its three mission critical systems DPOR can lower the time to process/issue a license and intake/investigate a complaint - these times are measurable and part of the OKRs that the agency is pursuing.

IT Support:

DPOR relies on its mission critical systems to perform its core functions of 1) licensing and 2) enforcement

IT Strategic Plan Budget Tables

Current IT Services				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Projected Service Fees		\$1,757,924		\$1,810,662
VITA Infrastructure Changes				
Estimated VITA Infrastructure		\$1,757,924		\$1,810,662
Specialized Infrastructure				
Agency IT Staff		\$952,072		\$980,635
Non-agency IT Staff		\$428,480		\$440,960
Cloud Computing Service				
Other Application Costs				
Total:		\$3,138,476		\$3,232,257

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:	\$2,000,000		\$1,000,000	
Non-Major Stand Alone IT Procurements:				
Agency-Level Stand Alone IT Procurements:				
Procurement Adjustment:				
Total:	\$2,000,000		\$1,000,000	

Projected Total IT Budget				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Current IT Services		\$3,138,476		\$3,232,257
Proposed IT Investments	\$2,000,000		\$1,000,000	
Total	\$2,000,000	\$3,138,476	\$1,000,000	\$3,232,257

Commonwealth Projects >= \$250,000.00

Agency:	222 Dept of Professional & Occupational Regulation		
Date:	10/3/2025		
DPOR App Modernization - Pilot			
Category 4		Investment Business Case Approval	
DPOR needs to replace its three mission critical systems: * Enterprise Application for Government Licensing and Enforcement System (EAGLES) -DPOR's current licensing system * Enforcement Tracking System (ETS) - DPOR's current enforcement system * Image Retrieval Information System (IRIS) - DPOR's document system repository for applications and order management system The effort to replace these systems will be a multi-year, multi-million dollar initiative. DPOR's agency director, who was recently appoint to this position in June 2025, will be transitioning from the agency in January 2026.			
Project Start Date	10/1/2025	Project End Date	2/27/2026
Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$675,000		\$625,000
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

Agency:	222 Dept of Professional & Occupational Regulation
Date:	10/3/2025
Procurement Name:	DPOR App Modernization - Pilot - Procurement
Procurement Date	2/27/2026
Procurement Description:	DPOR will undertake a pilot project to evaluate the Microsoft Power Platform's to determine the platform's suitability for providing the public with the ability to apply online for real estate appraiser related licenses and certifications.
Procurement Name:	DPOR Licensing System Replacement
Procurement Date	1/31/2029
Procurement Description:	The JLARC Joint Legislative Audit and Review Commission October 9, 2018 Report to the Governor and the General Assembly of Virginia - Operations and Performance of the Department of Professional and Occupational Regulation findings included, "The many limitations of DPOR's licensing IT system create challenges for both staff and applicants. The system does not allow DPOR to offer basic, user friendly online services and does not effectively automate key licensing processes". Subsequently, Chapter 854 of the 2019 Acts of Assembly, Item 119, Paragraph C states in relevant part, the Department of Professional and Occupational Regulation shall develop a plan to replace or upgrade the current information technology system, including the license systems. DPOR is initiating a critical procurement effort to acquire a new Software as a Service (SaaS) licensing solution to replace our current three disparate systems: EAGLES, ETS, and IRIS. This comprehensive endeavor seeks to consolidate and modernize our licensing processes and data management into a unified, efficient, and user-friendly platform. DPOR will purchase from the Tyler Technologies contract, VA-230810-TTI.
Procurement Name:	DPOR-EPICx Project - Data-QA-Strategy Services
Procurement Date	4/30/2025
Procurement Description:	DPOR has undertaken a project (EPICx) to replace its three mission critical licensing and enforcement systems with a SaaS solution owned and implemented by Tyler Technologies. There are three key areas of this project for which DPOR needs assistance. Those areas are 1. data migration (specifically mapping data from its legacy systems and accurately extracting from its current system in a format that can be loaded into its new system), 2. QA testing (to thoroughly test against all established requirements) and 3. strategy / tactical guidance to operate on two sets of systems (the former legacy systems and the new SaaS solution) during the phased implementation of the EPICx project. DPOR does not have expertise in these areas among its existing staff. DPOR engaged CapTech Consulting to assess its current legacy systems and data flows and map out the data in its existing system. Based on the deliverables

	that CapTech has produced, DPOR is confident that CapTech can provide the needed consulting services.
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