

ITSP Summary Biennium 2026-28

Agency Name: 327 Virginia Works (DWDA)

Date Generated: 09-10-2025

Agency Mission, Goals and Objectives:

Agency Mission:

"We connect people to careers and employers to skilled talent"

Agency Goals:

- * To be #1 in Future Readiness
- * To be #1 in Workforce Availability & Agility
- * To be #1 in Talent Match
- * To be #1 in Work-Based Learning

Agency Objectives:

- * Provide world-class, omnichannel service delivery to both employers and job seekers
- * Build active, resilient partnerships at state and local level
- * Build and retain the happiest and highest-performing team
- * Implement effective & responsive sector strategies
- * Build nation-leading workforce tech stack
- * Track & forecast supply / demand capacity, and outcomes in near real time

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:

Digital Government | Digital Services: to establish a framework for digital services, portals, improving and digitizing the citizen experience; accessibility; identity management; digital assistants

IT Initiative 2:

Legacy Modernization: enhancing, renovating and replacing legacy platforms and applications; business process improvement

IT Initiative 3:

Data Management and Analytics: data governance; data architecture; strategy; business intelligence; predictive analytics; big data; roles and responsibilities

IT Initiative 4:

Artificial Intelligence / Machine Learning / Robotic Process Automation: adoption; delivery of COV workforce services; bots; digital assistants; citizen interaction; policy

IT Initiative 5:

Workforce: preparing for the future workforce and reimagining the COV workforce;

transformation of knowledge, skills and experience; more defined roles for IT asset management; business relationship management; service integration

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?

No

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:

DWDA | Virginia Works - Website Redesign and Modernization

IT Objective:

IT Business Value:

IT Support:

The primary objective of the Website Redesign Modernization initiative is to ensure that all COV workforce sites are on a single intuitive easy to use common platform and are following required VITA, COV and 508 standards.

2. Projects and Procurement Details:

IT Investment:

Case Management Modernization

IT Objective:

IT Business Value:

IT Support:

Modernize and enhance case management functionality across all workforce programs and services

3. Projects and Procurement Details:

IT Investment:

Initiatives to Increase Productivity and Efficiency

IT Objective:

IT Business Value:

IT Support:

The agency is continually reviewing existing business processes to increase productivity, efficiency, and customer ease of use.

4. Projects and Procurement Details:

IT Investment:

Transition of all workforce systems to DWDA | Legacy Modernization

IT Objective:

IT Business Value:

IT Support:

Continue to stand up and transition workforce systems from VEC, VCCS and DOLI

over to new agency - Virginia Department of Workforce Development and Advancement, DWDA (Virginia Works) - business process improvement (enhancing, renovating and replacing legacy platforms and applications)

5. Projects and Procurement Details:

IT Investment:

Robotic Automation

IT Objective:

IT Business Value:

IT Support:

Exploration of Robotic Process Automation to improve efficiency and reduce manual efforts were appropriate.

6. Projects and Procurement Details:

IT Investment:

Workforce Technology Hub

IT Objective:

IT Business Value:

IT Support:

Single portal for agency to provide all workforce services (digital government and services, improving citizen experience, digital assistants, delivery of state services, citizen interaction, business intelligence, ensuring COV workforce services, policies, communications, publications and tools are accessible).

7. Projects and Procurement Details:

IT Investment:

Workforce Data Trust

IT Objective:

IT Business Value:

IT Support:

Back-end data management approach and data lake, inclusive of the current Workforce Data Trust functionality, that enables analytics and near-real-time reporting on outcomes & metrics across Virginia Works and other programs

IT Strategic Plan Budget Tables

Current IT Services				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Projected Service Fees		\$2,955,796		\$3,044,470
VITA Infrastructure Changes				
Estimated VITA Infrastructure		\$2,955,796		\$3,044,470
Specialized Infrastructure				
Agency IT Staff		\$1,050,000		\$1,200,000
Non-agency IT Staff		\$250,000		\$350,000
Cloud Computing Service		\$175,000		\$275,000
Other Application Costs		\$300,000		\$450,000
Total:		\$4,730,796		\$5,319,470

Proposed IT Investments				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Major IT Projects:				
Non-Major IT Projects:		\$350,000		\$450,000
Agency-Level IT Projects:		\$50,000		\$50,000
Major Stand Alone IT Procurements:		\$1,500,000		\$3,000,000
Non-Major Stand Alone IT Procurements:		\$500,000		\$500,000
Agency-Level Stand Alone IT Procurements:		\$250,000		\$250,000
Procurement Adjustment:				
Total:		\$2,650,000		\$4,250,000

Projected Total IT Budget				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Current IT Services		\$4,730,796		\$5,319,470
Proposed IT Investments		\$2,650,000		\$4,250,000
Total		\$7,380,796		\$9,569,470

Commonwealth Projects >= \$250,000.00

Agency:	327 Virginia Works (DWDA)		
Date:	10/9/2025		
Project - Virginia Works Technology Hub			
Category 3		Investment Business Case Approval	
To provide a single place for staff, Job Seekers, Employers, and the Virginia workforce in general, to obtain and use all Virginia Works managed and related programs.			
This will consolidate Virginia Workforce data and reporting into a centralized set of systems.			
The agency will conduct an RFP to implement a public facing technology hub for Virginia Works customers. This will allow customers to interact with the various programs online. To provide a single place for staff, Job Seekers, Employers, and the Virginia workforce in general, to obtain and use all Virginia Works managed and related programs. This will consolidate Virginia Workforce data and reporting into a centralized set of systems			
Project Start Date	12/18/2025	Project End Date	4/15/2027
Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$2,750,000		\$2,750,000
Estimated first year of biennium:	\$910,000		\$910,000
Estimated second year of biennium:	\$0		

Project Related Procurements

There are no procurements for this project

Commonwealth Procurements >= \$250,000.00

Agency:	327 Virginia Works (DWDA)
Date:	10/9/2025
Procurement Name:	Brighthive (Thundercat)
Procurement Date	8/28/2025
Procurement Description:	Brighthive is a web application component that provides data workflows, data governance and data cataloging to improve and modernize the data technology and infrastructure for the Workforce Data Trust (WDT). The WDT is codified framework that provides data governance, allows for data sharing, and utilizes scalable, cloud-based technology platform to enable data-driven decisions across workforce stakeholders. The primary uses of the WDT will be to instill accountability and performance into workforce and training programs, provide a rich data environment for researchers and others to evaluate and understand the connection between workforce programming and state/regional labor market dynamics in Virginia. The twelve participating agencies in the trust are: Virginia Works (DWDA), Virginia Employment Commission (VEC), Virginia Community College System (VCCS), Department of Aging and Rehabilitative Services (DARS), Department for the Blind and Vision Impaired (DBVI), State Council of Higher Education for Virginia (SCHEV), Department of Social Services (DSS), Virginia Economic Development Partnership (VEDP), Department of Juvenile Justice (DJJ), Department of Corrections (DOC), Department of Education (DOE), and Department of Veteran Services (DVS). This is a contract renewal. This application was transferred from VCCS (Workforce Data Trust) to DWDA. VITA SCM worked with Thundercat to add Brighthive to the statewide COTS contract, VA-180917-TCTL. The contract number has been updated on this PGR.
Procurement Name:	Geo Solutions 2024
Procurement Date	9/30/2025
Procurement Description:	The Virginia Workforce Connection system is the official state Labor Exchange system for the Commonwealth of Virginia. The contract previously owned by VCCS, # VCCS-WDS-18-165, and is now transferred to DWDA This is VADOC Job Seeker Portal to the Virginia Workforce Connection ("VWC")

	DWDA is submitting this PGR to pay outstanding invoices.
Procurement Name:	Qlarion Procurement
Procurement Date	6/30/2025
Procurement Description:	Qlarion for operations and maintenance of the DWDA data trust. This has been migrated from VCCS. Purchase from State Contract.
Procurement Name:	virginiaworks.gov and virginiahasjobs.com
Procurement Date	12/31/2025
Procurement Description:	Virginia Works (DWDA) is currently working on developing a comprehensive front-end (integrating multiple websites into one from VEC, DOLI, VCCS, etc.) for virginiaworks.gov. Virginia Has Jobs (virginiahasjobs.com) is a marketing and statewide campaign initiative from the Governor's office to highlight Virginia's diverse industries, and training and credentialing programs to upskill and reskill Virginia's talent to fill in-demand and available jobs. DWDA will use Sitevision Inc. for website development. Sitevision will host the website.