

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Access Control Consolidation to Ensure Safety and Security (ACCESS)

**Agency:** Virginia Commonwealth University (VCU)

**Secretariat:** Education

**Investment Status:** Project Initiation Approval

### **Project Description:**

VCU's current building access control solution exposes the University to security risks and faces expensive equipment end-of-life replacement cost. This project will procure and implement the integrated and automated CBORD CS Access building control and management system.

### **Project Scope:**

The project includes replacing servers, control panels and other components and infrastructure in 106 buildings on the MCV and Monroe Park Campus. Implementation will be tracked building by building, with the schedule based on operational needs. The total project schedule will be approximately 18 months. Total estimated costs are approximately \$1.6 million dollars including hardware procurement and cabling and staff augmentation services.

This project does not include stabilization of the existing system. Significant improvements to closet environmental conditions (power, cooling, etc.) are out of scope. Implementation of new endpoints in existing buildings or new construction may occur in parallel with this project and needs to be coordinated with the schedule, but are considered as separate projects in all other aspects. Creation of formal access control policies and operational procedures is not part of this project.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Audit Case Management Mobile System

**Agency:** Department of Taxation (TAX)

**Secretariat:** Finance

**Investment Status:** Investment Business Case Approval

### **Project Description:**

The Case Management system will allow TAX field staff (auditors) to use tablets. The tablets would have an audit application that would replace Tax's existing audit case management and audit workbench applications. These existing applications are dated. Auditors could connect wherever a cell signal was available. The applications would have the ability to work disconnected in the event there is no cell signal available. The system will have the ability to accept a credit/debit card or electronic check, and the ability to exchange encrypted electronic documents with taxpayers. The system will integrate directly with Tax's core application Advantage Revenue (AR) so audit returns could be loaded automatically with the appropriate compliance code and no additional involvement by other staff.

### **Project Scope:**

As a result of providing this functionality TAX collectors and auditors will be able to offer one stop service to our customers as well as multiple payment options. Currently, pay by paper check is the only option provided to customers. By allowing electronic payments, funds will be available sooner.

TAX reps will be able to process payments and tax returns electronically and have the confirmation of the filing and the payment emailed to the taxpayer. This presents an opportunity for educating the taxpayer and achieving the Commonwealth/TAX goals for electronic filing and payment. This would decrease paperwork for the agent and save TAX time and money because funds will be processed to the bank more efficiently, no delays or costs for mailing and eliminate the need to process paper returns or checks.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Cardinal Payroll

**Agency:** Department of Accounts (DOA)

**Secretariat:** Finance

**Investment Status:** Project Initiation Approval

### **Project Description:**

Cardinal is the Commonwealth's Enterprise Resource Planning (ERP) system for administrative systems. It is based on Oracle's PeopleSoft software. Cardinal has implemented financial modules via several system rollouts at Virginia Department of Transportation (VDOT), Department of Accounts (DOA), ~140 agencies (Wave 1 of Statewide Rollout) and is in the process of implementing Cardinal at another ~134 agencies as part of Wave 2 of the Statewide Rollout of financials. The Commonwealth's current Payroll system is CIPPS. CIPPS was implemented in the mid-1980s. It is a purchased software package supported by Infor Global Solutions (formerly McCormack and Dodge, Dun and Bradstreet, and GEAC). The current application runs on the IBM mainframe and is written in COBOL. Infor has announced technical support for the application will end May 31, 2018. Given that most of the staff used to maintain CIPPS are also of retirement age, the Commonwealth must move forward with a new payroll solution. The Commonwealth will expand the Cardinal system to include the necessary PeopleSoft modules to meet the payroll functional requirements. This will result in the design, development, test and deployment of a new payroll system to over 200 state agencies. At the end of this implementation, CIPPS will be retired.

### **Project Scope:**

The CIPPS Replacement project scope includes replacing a purchased software package implemented in the mid-1980s, which runs on the IBM mainframe and is supported by Infor Global Solutions. This project request is to define new system requirements, develop and implement the new system and train the users of 200+ agencies and central support staff.

The planning phase (March 2015 - August 2016) clearly defined the business requirements for the Commonwealth. These requirements will drive the scope of the project, including the software modules that will be implemented (Payroll, Time and Attendance, Absence Management). Additionally, some core HR and Benefits processes will have to be implemented in Cardinal to support interfaces from other central agencies and to ensure that the PeopleSoft Payroll processes work correctly. This project will NOT replace the state's current HR (PMIS) or Benefits (BES) systems administered by DHRM.

The implementation will have full design, build, test and deployment phases of work and will be staffed by COV and Accenture resources over a 28 month period. The project will have two Releases, with 25% of the users going live in the Release 1 and the remaining going live in Release2. Scope includes data conversion, central and line agency interface development, third party interface development, a comprehensive change leadership program and a user base of ~120,000 current and former employees.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** CCWIS - Program

**Agency:** Department of Social Services (DSS)

**Secretariat:** Health & Human Resources

**Investment Status:** Investment Business Approval

### **Project Description:**

CCWIS (Comprehensive Child Welfare Information System) will replace outdated legacy systems that do not meet the needs of children and families in the Commonwealth. The new solution will use a modular approach to replace and enhance functionality and allow workers to spend more time in the field with their clients. The program will include 5 modules and stretch over 5 years.

### **Project Scope:**

The net objective of the Department is to obtain an OASIS replacement that has an easy-to-use (user friendly) and reliable user interface aligned with the state's model of practice. The new system shall enable a truly mobile workforce with advanced internet based products that reduce the burden of information entry and maintenance, establish real time information gathering, and support management reporting requirements. The new system will increase integration and coordination between VDSS and other state organizations through comprehensive data sharing interfaces. The scope of the program includes mobility, case management, financial management, provider management and public portals.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** CWIS (Comprehensive Child Welfare Information System) - Mobility

**Agency:** Department of Social Services (DSS)

**Secretariat:** Health & Human Resources

**Investment Status:** Investment Business Approval

### **Project Description:**

The state requests a COTS enterprise mobile software solution for Family Service specialists to use to enter case notes, update and access case records, and perform assessments in the field. Providing them a mobile solution will help to ensure timely, accurate reporting and will reduce the delay in data-entry caused by only having the ability to enter the information into the system while in the formal office setting.

### **Project Scope:**

The Department is seeking a solution that will provide for a configurable, COTS mobile application that will run concurrently and interfaces with the Department's current child welfare information system, the Online Automated Services Information System (OASIS) along with related databases. The project scope includes procurement, customization, configuration, implementation of software, servers and services to implement the proposed solution.

# Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** CEDAR Upgrade Project

**Agency:** Department of Transportation (VDOT)

**Secretariat:** Transportation

**Investment Status:** Investment Business Approval

## **Project Description:**

The CEDAR Upgrade Project is focused around delivery four new modules as an enhancement to the existing CEDAR system. These Modules will enable more efficient workflow, automate manual processes, and improve data accuracy, while also helping to reduce the risk of not being fast enough to respond within regulatory mandates. Modules will focus on delivery of new capabilities for TMDL/MS4, Facilities Compliance, GIS, and FPWR.

## **Project Scope:**

The Project will deliver enhancements to 4 modules in the existing CEDAR application with scope as follows:

Fish, Plant, and Wildlife Resources (FPWR): (This program area has been renamed to Threatened and Endangered)

- Create Comprehensive Species Conclusion Table, by pulling data from agency sources
- Utilize geospatial functionality available to eliminate repeat manual entries of data
- Create centralized storage repository for documentation

Geographical Information System (GIS) for the Environmental Division:

- New forms and layers auto-populated in CEDAR
- Ability for consultants to create map packages
- Ability to upload georeferenced photos and shape files
- Populate data to and from other sources
- New map functionality for Location studies
- Integrated functionality

Facilities Compliance:

- The project will address the following facilities-based processes:
- SPCC monthly and annual inspections
- SWPPP monthly and annual inspections
- Facility compliance assessments
- Industrial hygiene studies and respirator fit
- Tracking of training records / transcripts for formal and informal training
- Waste management and other compliance documentation tracking
- The project will address enhancements to Hazmat projects

Municipal Separate Storm Sewer System (MS4) / Total Maximum Daily Load (TMDL):

- Track Best Management Practice (BMP) and Nutrient Credits
- Identify new BMPs
- Evaluate Qualifying Criteria

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Construction Documentation Management

**Agency:** Department of Transportation (VDOT)

**Secretariat:** Transportation

**Investment Status:** Project Initiation Approval

### **Project Description:**

The Construction Documentation Management project will develop standardized business process workflows that will automate the creation, storage and status designation of construction documents. The project will allow personnel to step through designated workflows, store construction documents in a standard SharePoint repository with a standard set of document folders at each level of the construction process, from final design through the end of constructions.

### **Project Scope:**

The Construction Documentation Management project scope will include a common environment to give VDOT consultants and contractors system access and enhanced document collaboration between all project resources. The project will also allow VDOT to streamline current processes and to establish standard automated business process flows for construction document management. This allows VDOT to incorporate consistent, best-practice workflows to accelerate accurate document management to meet critical business schedules during the design, procurement and construction phases of VDOT projects.

This systems development project will focus on the contracting and construction phases, and does not include the preliminary design phase of a construction project and its documents.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** CRS - Central Registry System Phase 2

**Agency:** Department of Social Services (DSS)

**Secretariat:** Health & Human Resources

**Investment Status:** Project Initiation Approval

### **Project Description:**

CRS – Phase 2 will include: Expanded financial functionality; an automated system for search, research and match (based on the completed requirements in Phase 1); notifications; administration; archive; purge; queries; additional reports; log-out (close request) process;

a. Improved Service Delivery:

b. More services delivered electronically:

c. More effective public communication:

d. More effective, automated communication processes to include automated letter generation.

### **Project Scope:**

CRS – Phase 2 will include: Expanded financial functionality; an automated system for search, research and match (based on the completed requirements in Phase 1); notifications; administration; archive; purge; queries; additional reports; log-out (close request) process;

a. Improved Service Delivery:

b. More services delivered electronically:

c. More effective public communication:

d. More effective, automated communication processes to include automated letter generation.

e. Addition of electronic transmission of check deposits and electronic transmission of reconciliation;



## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Customer Portal – Integrated Registration

**Agency:** Virginia Employment Commission (VEC)

**Secretariat:** Commerce and Trade

**Investment Status:** Project Initiation Approval

### **Project Description:**

This investment supports activities of the Virginia Unemployment Insurance (UI) Act and the Workforce Services Division (WSD).

The project will create an online portal for registration to UI and WSD services offered by the VEC. The portal will collect personal identifying information, authenticate this information, and create a single sign-on for the user to the separate systems of Unemployment Insurance and Job Service.

The collected information will be stored on a secure environment and will pre-populate required fields for registering with the UI and WSD systems.

### **Project Scope:**

In order to meet Workforce Innovation and Opportunity Act (WIOA) implementation requirements and deadlines as outlined in the Virginia WIOA Combined State Plan, the Virginia Employment Commission (VEC) requires integrated software enhancements to the current web-based workforce system, the Geographic Solutions Virtual One Stop™ (VOS) application. Geographic Solutions, Inc. is currently under contract (VCCS-WDS-SS-13-021) to provide VOS to the Commonwealth's workforce customers. The VOS System is the Commonwealth's System of Record for Wagner-Peyser, Trade Act and WIOA.

Periodically, and usually in response to changes in federal law or regulations, Geographic Solutions makes available to their customers enhancements to the VOS system. These enhancements are proprietary software solutions. We are unaware of any vendor in the marketplace who has the ability to make authorized changes to the Geographic Solutions, Inc. Virtual One Stop product.

Geographic Solutions has developed proprietary enhancements to the VOS system that provide a practical, cost-effective and integrated solution that meets the requirements of the Commonwealth. The enhancements are currently available for purchase to their customers. Additionally, under the current contract, the vendor is obligated to provide warranty for the Solution in production. During this warranty period, unauthorized changes introduced by any party could nullify the vendor's warranty obligations. As such, it is in the best interest of the VCCS and the Commonwealth to continue using this vendor for additions and changes to the production proprietary solution.

In order to integrate the Commonwealth's Unemployment Insurance and Wagner-Peyser systems in compliance with State and Federal WIOA requirements, the VEC proposes to purchase and deploy the proprietary system functionality enhancements made available by Geographic Solutions as an integrated add-on to the current system.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Department of Justice (DOJ) Licensing System

**Agency:** Department of Behavioral Health and Developmental Services (DBHDS)

**Secretariat:** Health and Human Resources

**Investment Status:** Investment Business Case Approval

### **Project Description:**

Under the terms of the federal Department of Justice settlement agreement, the Department of Behavioral Health and Developmental Services (DBHDS) must collect and report data relating to compliance with the agreement. DBHDS must purchase or develop a licensing system for the storage, aggregation, and reporting of this data.

### **Project Scope:**

Procure and customize a Licensing Commercial off the Shelf (COTS) product to support newly re engineered Licensing process (required by the federal Department of Justice (DOJ) settlement aimed at providing consumer services in the least restrictive environment.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** DGS-DRES – COVA Trax Phase 2

**Agency:** Department of General Service (DGS)

**Secretariat:** Administration

**Investment Status:** Project Initiation Approval

### **Project Description:**

The Division of Real Estate Services (DRES), a business unit of the Department of General Services (DGS) was formed in January 2005 as a direct result of 2004's Executive Order 75, "Managing the Commonwealth's Real Estate Holdings." DRES was established as a "one-stop shop" to provide comprehensive real estate portfolio management and transactional services on behalf of the Commonwealth.

### **Project Scope:**

Implement the Integrated Workplace Management Solution using a multi-phased approach in accordance with the contract negotiated with the vendor (Trimble).

Key activities for COVA Trax Phase 1 include:

- Develop detailed requirements and gap analysis with the existing software
- Finalize implementation plan based on requirements (custom build, test and implementation phases).
- Implement the Core platform, Lease and Financial Management modules in the first phase.
- Implement the Transactions Module in the second phase.
- Conduct all training and process modifications required within DRES to use the new system
- Develop and turn over to DRES all materials needed for recurring operations using the solution, including:
  - New user training
  - Recurring monitoring reports and procedures for their use
  - Establishment of a DRES capability to manage the vendor relationship, system support and user access administration.
  - Retire the IREMS application and user administration.
  - Implement a Web portal for annual updates based on a DRES Directive.

Key activities for COVA Trax Phase 2 include:

- Develop detailed requirements and gap analysis with the existing software.
- Finalize implementation plan based on requirements (custom build, test and implementation phases).
- Implement the Fixed Asset Module along with certain functionality for the Space and Sustainability Modules. Future COVA Trax Phases may include additional functionality for the Space and Sustainability Modules.
- Conduct all training and process modifications required to use the new system.

## Appendix C - 2017 Major IT Project Descriptions

- Develop and turn over all materials needed for recurring operations using the solution, including new user training, recurring monitoring reports and procedures for the software, and establish the ability to manage the vendor relationship, system support and user access administration.
- Retire the FAACS And VAPS systems.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Department of Justice (DOJ) Waiver Management System  
**Agency:** Department of Behavioral Health and Developmental Services (DBHDS)  
**Secretariat:** Health and Human Resources  
**Investment Status:** Project Initiation Approval

### **Project Description:**

To implement a consolidated On-line Waiver System that is web-based and that maximizes use of the Internet and electronic data interchange capability. Anticipate solution will be COTS or SAAS. The State is seeking to implement a Waiver Management System (WaMS) that is web-based and that maximizes use of the Internet and electronic data interchange capability. The Waiver Management System (WaMS) must be configurable and user modifiable and it must support the configuration of automated work processes to support the business's needs and address the components of various state waiver programs. Flexibility features, such as user modifiable and configurable capabilities must support the efforts of non-technical business program staff to implement data and processing changes easily and quickly, thereby minimizing the need for major system modification and intervention by technical resources. The desired results of this contract are that the Waiver Management System (WaMS) must be able to track essential steps and processes related to the waiver programs including enrollment, waiting list management and service authorization. Note: Seeking 87.5% Federal Financial Participation (FFP) for entire project cost from Center for Medicare and Medicaid Services (CMS).

### **Project Scope:**

The scope of the DOJ Waiver Management System project will include the selection of a WaMS COTS or software as a service (SaaS) solution. A solution with user modifiable and configurable capabilities that supports the efforts of non-technical business program staff is desirable to minimize the need for major system modification and intervention by technical resources.

The new WaMS solution must support the following functional areas:

- Eligibility determination and waiver program management to support the operational responsibilities of capturing and maintaining accurate, current and historical information on individuals eligible to receive a waiver
- Service planning to support a flexible model of individualized support planning, allowing varying levels of control and documentation for service planning and authorizations
- Service authorization and setup to record, authorize and track delivered services to individuals by providers and to allow internal users to track multiple funding sources, categories and individual budgets
- Provider management functionality to capture a comprehensive array of information about providers of services to individuals and to support the enrollment process of qualifying individuals in agency-defined waiver programs
- Administrative tools to allow authorized users to configure screens, arrange fields, manage security permissions, and create workflow rules within the application

## Appendix C - 2017 Major IT Project Descriptions

- Reporting capabilities to easily retrieve and print standardized and ad-hoc reports from data recorded in the system
- Case management and assessments to support the full lifecycle of individuals' support from initial inquiry for services to case closure, including referrals, enrollment, assessment and reassessment, service planning and service authorization, case closure, and reporting information
- System integration and data exchange that allows the capability to interface with multiple entities for the exchange of information (VAMMIS), per the Medicaid information technology architecture (MITA) standards, while adhering to the appropriate data exchange requirements such as the Health Insurance Portability and Accountability Act (HIPAA) and the National Information Exchange Model (NIEM).

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Department of Motor Vehicle (DMV) Project 2016: Motor Carrier Fuels Tax

**Agency:** Department of Motor Vehicle (DMV)

**Secretariat:** Transportation

**Investment Status:** Investment Business Case Approval

### **Project Description:**

This project implements the fuels tax DMV administers pursuant to the Virginia Fuels Tax Act (Va Code Title 58.1, Chapter 22) and the motor vehicle fuels sales tax administered pursuant to Va Code Title 58.1, Chapter 22.1, hereinafter referred to as the Fuels Tax/Fuel Sales Tax system.

### **Project Scope:**

Fuels Tax and Motor Vehicle Fuel Sales Tax

This project will include the acquisition, implementation and subsequent maintenance of a comprehensive system that will allow for the fuel use tax licensing and reporting functionality for motor carriers.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Department of Motor Vehicle (DMV) Project 2016: Motor Carrier IFTA/IRP, CView Solution

**Agency:** Department of Motor Vehicle (DMV)

**Secretariat:** Transportation

**Investment Status:** Investment Business Case Approval

### **Project Description:**

This project acquires an integrated system for the effective delivery of the International Registration Plan (IRP), the International Fuel Tax Agreement (IFTA), and the Commercial Vehicle Information Exchange Window (CVIEW) system.

### **Project Scope:**

The scope of this project includes the acquisition, implementation and subsequent maintenance of a comprehensive Federal Motor Carrier Safety Administration (FMCSA), Commercial Vehicle Information Systems and Networks (CVISN) compliant, Commercial Vehicle Information Exchange Window (CVIEW) system, or CVIEW equivalent, for exchange of data within the state, and connection to Safety and Fitness Electronic Records (SAFER) for exchange of interstate data through snapshots, hereinafter referred to as the CVIEW system.

The system that will allow for the processing of commercial vehicle apportioned registration under the International Registration Plan (IRP), and reporting functionality for motor carriers under the International Fuel Tax Agreement (IFTA), as well as IRP/IFTA related audit functions, hereinafter referred to as the IRP/IFTA system.



## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Department of Motor Vehicle (DMV) Project 2016: Security Blitz

**Agency:** Department of Motor Vehicle (DMV)

**Secretariat:** Transportation

**Investment Status:** Project Initiation Approval

### **Project Description:**

DMV has the business need to address critical components of the Security Program to strengthen the Commonwealth security compliance requirements. DMV has identified several key areas of required focus through an internal audit and is taking action based on the findings of the audit.

The Security Blitz Project's goals are twofold:

- 1) Remediate all outstanding audit findings from any source.
- 2) Build out the agency's capabilities to manage and administer an SEC-501 compliant agency using, as of this writing, version 9.

### **Project Scope:**

This project is broken into five phases to be accomplished over thirteen months. The phases contain work efforts that may be performed in parallel, while others may have dependencies and require work be performed consecutively. These details are being developed as part of the overall project plan.

The project will leverage documents provided as a part of an assessment that was completed in January 2016. The supplier will leverage the following resources:

Existing DMV Documentation:

- Existing DMV security policies and procedures
- DMV internal audits
- APA audits
- Vulnerability Scans
- Risk Assessment (RA) Reports for all sensitive IT systems – November 2013
- System Inventory – DMV – 2013
- Other identified reports as necessary

Key deliverables will include:

- 1) PHASE 1 - Foundational Security Components
- 2) PHASE 2 - Governance Framework
- 3) PHASE 3 - Technical Controls
- 4) PHASE 4 - Creation/Validation for Documentation of Policies, Processes and Procedures along with validated/finalized responsibilities across Policies, Processes and Procedures
- 5) PHASE 5 - Implementation of Oversight Activities

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** DMV Project 2017: REAL ID

**Agency:** Department of Motor Vehicle (DMV)

**Secretariat:** Transportation

**Investment Status:** Project Initiation Approval

### **Project Description:**

Beginning October 1, 2020, DHS will require all Americans use a federally approved credential in order to access federal facilities and to board domestic flights in the United States, as part of the REAL ID Act of 2005. The Virginia Department of Motor Vehicles (DMV) intends to implement REAL ID by continuing to issue our standard Virginia credentials, while offering citizens of Virginia a choice of getting a credential which will meet the REAL ID requirements and be accepted as identification for domestic flights and access to federal facilities. We will begin issuing REAL ID credentials on October 1, 2018. This will give Virginians two years to apply for the optional REAL ID credential before DHS' final October 2020 deadline.

### **Project Scope:**

This project will update existing DMV systems to allow for Drivers license and identification cards to meet the REAL ID requirements. These updates include the ability to verify source documents from issuing authorities (ex passport verification). We will also be expanding our current scanning efforts to include scanning and retention of all proof documents for REAL ID customers.

DMV will also be enhancing existing AAMVA validation applications as well as adding new verification interfaces to allow the DHS required validations to be executed. In addition to the current state to state verification of driver's license, DMV will add the state to state verification of identification cards.

Other aspects of this project include:

- Batch SSN verification

- SSN verification for ID cards

- Updating renewal notices and correspondence

- Updating online content

- Changes to current driver's license to include DHS approved REAL ID marking

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** eGovernment Self Help Expansion My Virginia TAX

**Agency:** Department of Taxation (TAX)

**Secretariat:** Finance

**Investment Status:** Investment Business Approval

### **Project Description:**

The My Virginia Tax project will allow taxpayers (individuals and businesses) to access their tax data online with the use of a robust, single sign-on authentication portal. Taxpayers would be able to electronically file and pay their taxes, and would be able to access a complete history of their account including past filings, payments made, refunds issued, correspondences and assessments/bills pending.

### **Project Scope:**

My Virginia TAX is the Department's version of "My Account" which will allow taxpayers (individuals and businesses) to access their data/information online with the use of a more robust single sign-on/ authentication portal with security questions to allow for self-service when they forget their password.

Today TAX maintains multiple systems with multiple Login entry points. Taxpayers have long complained about not being able to go one place on our website to access our online systems. The My Virginia TAX concept would include an improved version of the functionality we provide today, as well as provide new functionality that is not there today. Taxpayers would be able to electronically file and pay any tax.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Electronic Child Care Attendance Tracking and Payment Processing

**Agency:** Department of Social Service (DSS)

**Secretariat:** Health and Human Services

**Investment Status:** Investment Business Case Approval

### **Project Description:**

The scope of the Electronic Child Care (ECC) attendance tracking, online transaction processing, payment processing (which includes posting attendance transactions manually), reporting and financial services for the Child Care subsidy program. The existing SaaS contract expires September 30, 2017.

### **Project Scope:**

The Contract covers the delivery of the full scope of ECC services for the Child Care subsidy program. The Contractor shall also support VDSS in activities relating to disaster recovery services. Support also includes but is not limited to personnel support, communications support such as a message on the customer service and vendor support lines, additional help desk staff, technical and equipment support, card production and card issuance.

The Contractor shall provide an ECC user system that is web-based and can be accessed by users in a Microsoft Windows environment. Drop-down menus, point-and-click, and/or Graphical User Interface (GUI) technology for system navigation shall be included.

The scope of services shall provide ECC services that meet the Commonwealth's and or VDSS' quality, performance, and cost-efficiency requirements. Services to be provided include, without limitation, are:

1. Vendor Agreement and Bank Account Setup;
2. Debit card issuance for vendors lacking bank accounts;
3. Vendor Banking Account Maintenance and ACH Notice of Change;
4. Vendor Equipment Set Up and Maintenance;
5. ACH Payment Issuance;
6. Processing of ACH Notice of Change, Rejects and Returns;
7. Card Issuance (including vault card supply if applicable);
8. Card Activation;
9. Card Replacement;
10. PIN Selection and Change by IVR, web portal, or other method as described in the response;
11. ECC Transaction Processing (including manual and automated attendance entries and account maintenance);
12. Worker Case Authorization and Payment Inquiry;
13. Vendor Case Authorization and Payment Inquiry;
14. Vendor Broadcast capability;
15. Reporting;
16. Data Extracts and Ad-Hoc Reporting;
17. 24-hour, 7 Day a Week Customer Service;
18. 24-hour , 7 Day a Week Automated Response Unit; and

## Appendix C - 2017 Major IT Project Descriptions

19. Any additional services that the Contractor believes would improve customer service, enhance efficiency and effectiveness, reduce fraud, or reduce overall costs.

20. Vendor Transition – The Contractor shall ensure that vendor transitions do not interrupt the ability of the clients and vendors to conduct business as normal. During transition, the Contractor shall be responsible for the transition of all transactions to the new system.

The Contractor must provide a plan to replace all the existing POS devices with the attendance tracking devices proposed. The plan shall include a timeline for the attendance tracking conversion as well as the step by step plan to ensure all attendances are included in payments during the conversion;

a. The change from the existing IVR system to the Contractors IVR system must be included in the conversion plan as well as the step by step plan to ensure all the IVR attendances are included in payments during the conversion; and

b. The change of the Vendor Portal to the new Contractor's Vendor Portal must be included in the conversion plan including the process by which services will remain available to vendors.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Electronic Healthcare Records

**Agency:** Department of Corrections (DOC)

**Secretariat:** Public Safety and Homeland Security

**Investment Status:** Investment Business Case Approval

### **Project Description:**

The Electronic Healthcare Records project will automate inmate medical records, currently in paper form, and integrate the medical records with Virginia Correctional Information System (CORIS), the offender management system. The DOC existing operations will realize efficiencies as a result of this automation by:

- Capturing inmate medical records in an electronic form for portability
- Improving clinical staff access to inmate medical records for purposes of patient care
- Improving capture and routing for all documents, while ensuring the security and integrity of the medical records
- Supporting compliance efforts with HIPAA standards
- Providing simultaneous access to the system by medical professionals for clinical, administrative and other healthcare operations
- Reducing paper-based file management and storage, which would lessen the amount of physical space
- Supporting re-entry initiatives including post-release medical care

### **Project Scope:**

The scope for Electronic Healthcare Records project will include medical and mental health records (pharmacy, dental, etc.) for offenders across the commonwealth. The integrated system will enable DOC to track expenses more effectively.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Environmental Health Data Management Information System Project

**Agency:** Virginia Department of Health (VDH)

**Secretariat:** Health and Human Resources

**Investment Status:** Investment Business Case Approval

### **Project Description:**

The Office of Environmental Health Services (OEHS) desires to replace its current data management system, the Virginia Environmental Information System (VENIS). VENIS is a comprehensive and highly customized environmental health data management system used by OEHS and health districts to collect, collate and share data. The data is used to monitor compliance with laws and regulations, agency performance and strategic planning. The new system will maintain this functionality as well as to fulfill the Virginia Department of Health's (VDH) legal requirement to provide an online reporting and payment system for alternative sewage system operation and maintenance.

### **Scope:**

The Office of Environmental Health Services (OEHS) desires to replace its current data management system, the Virginia Environmental Information System (VENIS). VENIS is a comprehensive and highly customized environmental health data management system used by OEHS and health districts to collect, collate and share data. The data is used to monitor compliance with laws and regulations, agency performance and strategic planning. The new system will maintain this functionality as well as to fulfill the Virginia Department of Health's (VDH) legal requirement to provide an online reporting and payment system for alternative sewage system operation and maintenance.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Highway Maintenance Management System

**Agency:** Department of Transportation (VDOT)

**Secretariat:** Transportation

**Investment Status:** Project Initiation Approval

### **Project Description:**

The purpose of this investment is selection of a COTS package supporting the Highway Maintenance Management System (HMMS) project to provide an integrated, geospatially-enabled, holistic state-of-the-art solution software that meets VDOT's business and system requirements.

### **Scope:**

The Highway Maintenance Management System (HMMS) project scope will include:

- Development of a request for proposal (RFP) to evaluate HMMS commercial off-the-shelf (COTS) solutions
- Integration, customization, testing and deployment of the selected COTS solution
- Development of custom interfaces with various systems.

The solution will allow analysis and reporting for pavement, ancillary structures, fixed bridges and culverts, roadside maintenance, and moveable bridges and tunnels. The solution will interface with the Roadway Network System (RNS), and VDOT's Linear Referencing System (LRS).



## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** IBC IEP System

**Agency:** Department of Education

**Secretariat:** Education

**Investment Status:** Investment Business Case Approval

### **Project Description:**

The Virginia statewide Individualized Education Program (IEP) system will be offered as an opt-in, voluntary program to all Virginia public school divisions. The system and its associated forms will be managed by a steering committee made up of division and VDOE stakeholders who will convene on a regular basis to discuss changes and updates to the system. The overall goal of the statewide IEP system is to improve delivery of special education services to students across the Commonwealth. It is anticipated that the statewide system will help:

- Mitigate issues of transferring students between divisions
- Provide teachers with a robust special education case management system
- Reduce direct division costs associated with IEP software
- Reduce paperwork associated with IEPs and other special education processes
- Improve division compliance with state and federal laws and regulations
- Improve data collection and data usage for divisions and the Virginia Department of Education
- Improve services to special education students in foster care

At its core, the statewide system will provide baseline functionality as an IEP writer and compliance tool that will afford educators the functionalities necessary to facilitate IEP meetings, develop IEPs, monitor student progress, develop ad hoc reports, and gather and submit data for state reporting purposes.

### **Scope:**

The service will be purchased with a competitive procurement. The service will be offered to school divisions at no charge.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** ImageTrend Project

**Agency:** Department of Fire Programs (DFP)

**Secretariat:** Public Safety & Homeland Security

**Investment Status:** Project Initiation Approval

### **Project Description:**

VDFP is seeking replace the Fire Service Training Record system (FSTRS), National Fire Incident Reporting System (NFIRS), and State Fire Marshal's Data Base (SFMD). Image trend offers a product with powerful analytical tools that will take advantage of large data stores integrating several systems. This will allow VDFP to make data driven decisions. The application suite supports Inventory management, Schedule management that will integrate training program and records management. The Fire Bridge component will allow for hot mapping GIS integration and Fire predictive reporting. The system will allow the agency to have better operation visibility using data to make business and operation decisions.

### **Project Scope:**

The Vendor offers a web based solution that will offer VDFP mobile users greater access. Image trend has a dedicated development and IT support team offering 24/7 support to our Public safety users. VDFP struggles to meet these customers' needs with only two IT staff members supporting the current out of scope applications of FSTRS, NFIRS and SFMD. Image trend offers a product with powerful analytical tools that will take advantage of large data stores integrating several outdated stand-alone systems. FSTRS uses an Access front end to access a SQL DB. SQL has to run in 2000 compatibility mode and the agency has been unable to move off office 2007 due to dependencies of the application. Office 2007 goes end of life in July of 2016 in short FSTRS needs to be replaced before July of 2016.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Implement Banner XE Project

**Agency:** Virginia State University (VSU)

**Secretariat:** Education

**Investment Status:** Investment Business Case Approval

### **Project Description:**

This project will upgrade the existing Banner ERP system and modules to the latest version. This will allow VSU to continue to run business operations and support services for faculty, staff, and students.

### **Scope:**

The Banner ERP system consists of various functional modules such as General, Student, Human Resources, etc. Most of them can be purchased and implemented separately. A large segment of the Banner customer base is higher education. This project will migrate all current modules from Banner 8 to Banner XE.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Inmate Phone & Tablet Services Project

**Agency:** Department of Corrections (DOC)

**Secretariat:** Public Safety & Homeland Security

**Investment Status:** Investment Business Approval

### **Project Description:**

Install and maintain an IT network that would enable the DOC offenders to place telephone calls, in addition to offenders utilizing kiosks and tablets for services such as learning, training, scheduling, commissary ordering, banking, secured messaging, music, law library, and E-books. This contract will be for the period of seven (7) years.

### **Project Scope:**

The purpose of this project is to establish a contract with one company through competitive negotiations for inmate telephone services at the Virginia Department of Corrections (DOC) and the Department of Juvenile Justice (DJJ), for the implementation of tablet services, along with the ability to make electronic deposits to inmate trust accounts at DOC facilities.

The DOC currently has a contract with Global Tel Link, with no renewals remaining, for inmate telephone services and a contract with JPAY, for kiosks and tablets; the JPAY contract allows offenders to purchase media players and then to purchase and download music, games, and secured messaging services onto the media devices; the contract with JPAY has one renewal remaining, allowing the DOC to renew the contract until December 14, 2018. The DOC currently has a contract with Keefe, with no renewals remaining, for commissary services, and the DOC is in the process of establishing a new contract for commissary services. The scope of this project will include the services that JPAY currently providing to the DOC.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** IT Infrastructure Services (ITIS) Program

**Agency:** Virginia Information Technologies Agency (VITA)

**Secretariat:** Technology

**Investment Status:** Investment Business Case Approval

### **Project Description:**

The ITIS Program is the effort to transition VITA out from the Northrop Grumman IT services contract, and into a multi-supplier IT services strategy. The program consists of the work to Disentangle, Source, Transition, and hand off to Ongoing Operations. Once all of the services have transitioned off of Northrop Grumman and on to the new supplier, the ITIS Program will be complete.

### **Scope:**

The ITIS Program Scope consists of the entire lifecycle of all of the component projects and activities which will successfully transition the commonwealth off of the existing contract with Northrop Grumman, replacing it with various enterprise service offerings. The sole focus of the program is to transition from the current solution provider to multiple solution providers. Transformation of the current business practices or current infrastructure is not within the scope of this program. Although it is within the scope of the program to conceive and operationalize the ongoing operations management, administration, governance and oversight of the future-state, the actual management, etc. of ongoing operations takes place after the program has transitioned these functions to the normal operations responsibilities, and is outside the scope of the ITIS Program.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** JS Exhibit Renovation Technology

**Agency:** Jamestown Yorktown Foundation (JYF)

**Secretariat:** Education

**Investment Status:** Investment Business Case Approval

### **Project Description:**

JYF is planning to replace old technology components in a permanent museum galleries. This will include audio visual equipment such as projectors, monitors, touch panels, software, controllers, and related installation.

### **Project Scope:**

Replacing aging equipment that provides critical technology components in museum galleries and public areas.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Kronos / Cardinal Payroll Project

**Agency:** Department of Behavioral Health and Developmental Services (DBHDS)

**Secretariat:** Health & Human Resources

**Investment Status:** Investment Business Approval

### **Project Description:**

The Commonwealth is replacing CIPPS (the legacy payroll system) and TAL (the DHRM time, attendance, and leave system) with the Cardinal Payroll module in either April 2018 (Release 1) or October 2018 (Release 2). To make this transition successfully DBHDS must execute four parallel efforts:

- Modify our current HR and Payroll processes from using CIPPS and TAL to using Cardinal Payroll, and train staff to adopt the new processes and technology
- Upgrade our facility timekeeping system, Kronos, to the most current version of the software, and train staff on using the new Kronos layout and functions
- Develop, test, and deploy a new Kronos interface to Cardinal
- Develop, test, and deploy a new FMS interface from Cardinal

### **Project Scope:**

The Commonwealth is replacing CIPPS (the legacy payroll system) and TAL (the DHRM time, attendance, and leave system) with the Cardinal Payroll module in either April 2018 (Release 1) or October 2018 (Release 2). To make this transition successfully we must execute four parallel efforts:

- Modify our current HR and Payroll processes from using CIPPS and TAL to using Cardinal Payroll, and train staff to adopt the new processes and technology
- Upgrade our Facility timekeeping system, Kronos, to the most current version of the software, and train staff on using the new Kronos layout and functions
- Develop, test, and deploy a new Kronos interface to Cardinal
- Develop, test, and deploy a new FMS interface from Cardinal

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Licensing System Project  
**Agency:** Department of Alcoholic Beverage Control (ABC)  
**Secretariat:** Public Safety and Homeland Security  
**Investment Status:** Project Initiation Approval

### **Project Description:**

The Licensing System Project is for the procurement and implementation of a software application to store and maintain all information related to the licensee applications, licensee records, and license compliance records. The project will replace ABC's current licensing system including Core, Webcore, eLFI (MBAR), Licensee Search, WebInvize, Invize, eBanquet, and CMS (Regulatory function only) applications.

### **Project Scope:**

The Licensing System Project scope includes procuring and integrating a new licensing application which will support all business processes related to the collection, processing, and regulatory enforcement of licenses and licensees. An RFP will be issued with the agency's system and business requirements, and a vendor will be selected that offers a COTS application that meets those needs. The new system will be installed, configured, tested and vetted with the law enforcement team, and will support 10 regions within the state. The servers and application will reside at the Commonwealth Enterprise Solutions Center (CESC).

Out of scope functions include any business processes that do not support licensing, criminal investigations, training and accreditation management. Additionally, ABC tax management applications will not be updated or replaced as part of this project.



## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Mainframe Services Project

**Agency:** Virginia Information Technologies Agency (VITA)

**Secretariat:** Department of Technology

**Investment Status:** Project Initiation Approval

### **Project Description:**

The Comprehensive Infrastructure Agreement (CIA) the Commonwealth has with Northrop Grumman is ending in 2019. This investment is specific to mainframe services as provided in that agreement. The intent is to replace the supplier of mainframe services with one or more new suppliers. The investment in this project is to make that change in suppliers and the corresponding provider of mainframe services.

### **Project Scope:**

The scope is to replace the current mainframe environment with the equivalent from a new supplier.

As part of the Implementation Plan the initial implementation schedules have been created and will be managed as separate, but interdependent, projects within the Implementation Plan: Mainframe, Network, Storage, Database Administration (DBA), Backup and Recovery (BUR), Disaster Recovery (DR), Security, Cross Functional, and Service Desk (for Levels 2 and 3).

### **Implementation Phases**

The phases described below will yield the following Critical Deliverables:

- Mainframe Services Detailed Implementation Plan (1 month from Commencement Date)
  - This documents the VITA specific technical details each service area has developed, with all of the updates gained from knowledge transfer, discovery, and shadowing of the current operations. This lays out specific technical execution steps leading up to, during, and immediately after the Commencement Date and Mainframe Services Operating on the Supplier's platform events.
- Mainframe Services Implementation Readiness Plan (1 week prior to Commencement Date)
  - Provides a report on the progress against the schedule and issues in executing the Mainframe Services Detailed Implementation plan, to be used as the document going into Governance gateways such as an Operational Readiness Review.

Other Critical Deliverables will be produced during the overall effort that will be incorporated into the Mainframe Services Detailed Implementation Plan.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Managed Security Services Project

**Agency:** Virginia Information Technologies Agency (VITA)

**Secretariat:** Department of Technology

**Investment Status:** Investment Business Approval

### **Project Description:**

The Managed Security Services Project will be responsible for managing and maintaining security services that protect Commonwealth systems and data. The security implementation is designed to integrate technology and threat mitigation into all IT services offered by VITA for Commonwealth consumption. Each service established within the VITA service catalog has a corresponding security technology implemented to protect that service. The services are critical to ensuring the confidentiality, integrity and availability of Commonwealth data.

### **Project Scope:**

The CIA the commonwealth has with Northrop Grumman is ending in 2019. This investment is specific to security services as provided in that agreement. The intent is to replace the supplier of security services with one or more new suppliers. The investment in this project is to implement that change in suppliers and in the corresponding security services. Who: The supplier will be determined when VITA awards the contract for Security Services. What: The requirements that will be included as part of the Services, implemented with this project, are classified into the following categories: 1) Information Security Program - This section includes information about the general information security program requirements that all suppliers including the security services Supplier must satisfy. 2) Security Services – This section includes the detailed requirements for the following security related areas: 2a) Threat Management – Threat management includes the integration and monitoring of data from all components of the Managed Environment for analysis and review of the environment. 2b) Perimeter Security - This section includes requirements pertaining to security controls between the internet and other external connections. These security controls are designed to protect the environment from threats originating outside of the Customer networks and Managed Environment. 2c) Internal Network Security - This section includes the security requirements for protecting the internal network which includes communication between devices within the Customer networks and the Managed Environment. 2d) End Point Security - This section addresses requirements for end points in the Managed Environment. These controls may extend to any device including but not limited to servers, desktop, mobile devices, etc. 2e) Application Security - Application security controls focus on applying security measures that impact applications. The controls are intended to provide additional security for circumstances when the security controls are needed as well as when there are compensating controls required. 2f) Data Security - Data security includes security controls that are intended to protect Commonwealth data. Data may traverse or be stored both within and outside the Managed Environment. The controls included in this section focus on protecting the data itself with controls such as encryption. 3) Physical Security - Physical security controls are intended to protect the facilities where the hardware, systems, and other tangible components of the Managed Environment are located. Where: VITA resources will perform project work in Chester and Richmond, VA. Supplier resources will perform work

## Appendix C - 2017 Major IT Project Descriptions

both at VITA Chester and Richmond locations. The vendor may work from anywhere in the United States that will have remote access. When: The project is scheduled to commence in the fall of 2017 through the end of project close-out in 2018 Why: With the approaching expiration of the Comprehensive Infrastructure Agreement (CIA)'s term in June 2019, continued evolution of marketplace offerings, and enterprise-wide frustrations with service delivery, VITA recently implemented a program to develop a next generation sourcing strategy. The IT Infrastructure Services Program (ITISP) is designed to examine all factors of the Commonwealth's current infrastructure services delivery model and provide recommendations that will position VITA to more effectively support the Commonwealth's future technology needs.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Medicaid Enterprise System (MES) Program

**Agency:** Department of Medical Assistance Services (DMAS)

**Secretariat:** Health & Human Resources

**Investment Status:** Investment Business Case Approval

### **Project Description:**

The Department of Medical Assistance Services (DMAS) is replacing its existing Medicaid Management Information System (MMIS) and transforming to a Medicaid Enterprise System (MES).

The MMIS is the mechanized claims processing and information retrieval system which states are required to have by the Centers for Medicare & Medicaid Services (CMS). The contract to operate Virginia's MMIS (VAMMIS) ends June 30, 2018. This represents the end of the fourth and final option year that is expected to be exercised on top of the initial four year contract period, or a total of eight years. Virginia must begin the procurement process to replace VAMMIS and acquire a new system so it can continue to:

- Enroll recipients and providers
- Process claims
- Pay the providers, Managed Care Organizations (MCOs) and Administrative Services
- Organizations (ASOs) that deliver services to members

The CMS requires that the Single State Medicaid agency (DMAS) must operate a federally-certified Medicaid program in order to qualify for federal financial participation. The current VAMMIS system must be replaced to ensure that Virginia will continue to receive the maximum federal funding for its Medicaid program. Virginia received approximately \$4.5 billion in federal funding in State Fiscal Year (SFY) 2015.

### **Project Scope:**

The key objectives identified for the new MES include:

- Continue the development of the Eligibility & Enrollment (E&E) enhancement to address all existing members and to integrate with additional intrastate systems, such as the Commonwealth Authentication System (CAS)
- Develop a data warehouse that improves the breadth and quality of data available and provides the information needed to manage, operate, measure and improve the Medicaid Enterprise
- Transform the traditional Medicaid Management Information System (MMIS) to a modern Medicaid Enterprise System, including:
  - Pursuing a modular approach to specific business needs where cost-effective robust solutions can easily be integrated, possibly in areas such as claims processing, financial management and pharmacy benefits

## Appendix C - 2017 Major IT Project Descriptions

- Identifying ways to further automate and integrate business processes that were not traditionally part of an MMIS but are components of the MES, such as managing member and provider appeals and contractor management
- Creating provider and member portals that support the ‘one stop shop’ objective and improve information access and service for all Medicaid related needs
- Supporting exchanges with federal, State and other entities, including the Health Insurance Exchange (HIX) and Health Information Exchange (HIE)
- Expanding the automation and decision making associated with business processes where feasible and cost-effective
- Establish a technical architecture that supports the CMS and DMAS vision for current and future services and performance, including items such as Service Oriented Architecture (SOA), an enhanced content management system that includes reports produced by our business partners, and supporting a variety of user-friendly methods to access information and services in an environment that is scalable, cost-effective, and easily changed and supports innovation and experimentation
- Enhance provider enrollment and management to address the multiple relationships providers have with DMAS and its business partners, such as managed care organizations (MCOs)
- Collect and integrate all fee-for-service claims in a single repository
- Address encounter processing in a manner that recognizes the variety of managed care models and programs, such as risk-based versus administrative services only (ASO)
- Collect clinical data for fee-for-service claims to better measure health outcomes and populate electronic health records (EHR)
- Adhere to the MITA seven standards and conditions

The program is sponsored by CMS and DMAS’s Agency Director. MES stakeholders include the DMAS Executive Management Team. The goal is to transition to a modern MES with no disruption in service.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Medicaid Enterprise System (MES) Program Data Warehouse

**Agency:** Department of Medical Assistance Services (DMAS)

**Secretariat:** Health & Human Resources

**Investment Status:** Project Initiation Approval

### **Project Description:**

This is a component project within the DMAS MES Program. The data warehouse solution will provide the DMAS Agency with the ability to accomplish improved business operations through data integration, creation of data quality standards, data and business process documentation, creation of a repeatable framework, and increased security.

The RFP will present the requirements with the expectation that vendor solutions will integrate existing software components that require little or no development and where the development and implementation of business requirements is primarily configuration and testing. The business requirement is to create a single source of truth for a historical data storage.

### **Project Scope:**

The scope of the Data Warehouse project is to seek professional services support from a vendor to implement an entire data warehouse solution from start to finish, including design, development and integration.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Medicaid Enterprise System (MES) Encounter Processing

**Agency:** Department of Medical Assistance Services (DMAS)

**Secretariat:** Health & Human Resources

**Investment Status:** Project Initiation Approval

### **Project Description:**

This is a component project within the DMAS MES Program. The objective is to develop an in-house DMAS solution for processing encounters (an encounter is a unit of service between a beneficiary and a provider) from managed care and administrative services contractors. The system will give DMAS more control over the processing approach and schedule for encounters, and will segregate that processing from the fee-for-service claims system.

The EPS will validate and process encounters. Encounter processing status and results will be captured and made available to submitters and business owners. Encounters will be loaded to the Enterprise Data Warehouse Solution (EDWS) and available for analysis and reporting.

The encounter processing solution will incorporate a Business Rules Engine (IBM Operational Decision Manager (ODM)) to support a configurable approach to defining edits, which will make future changes more efficient (quicker and less expensive). By hosting and maintaining the EPS, DMAS will significantly reduce the cost of operating the EPS in the years to come, as well as avoid the need to reprocur the EPS in the future.

### **Project Scope:**

The encounter processing solution will accept encounters from the EDI translation process (gateway) and validate the records using a configurable business rules engine. Business rules will be definable by managed care program, such as Medallion 3.0, dental, and behavioral health.

The major components of the EPS project are:

- Proof of Concept (POC) of the Business Rules Engine (BRE) and Compliance Tools
- Creating Hardware and Software Environments
- Clarifying and finalizing requirements
- Design, develop and configure, test and implement EPS processing for the following tracks:
  - Managed Long Term Support Services (MLTSS)
  - Consumer Directed (CD) Services
  - Commonwealth Coordinated Care (CCC)
  - Behavioral Health
  - Medallion 3.0
  - Dental
  - Non-emergency transportation

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Medicaid Enterprise System (MES) Program Fee for Service and Core Processing

**Agency:** Department of Medical Assistance Services (DMAS)

**Secretariat:** Health & Human Resources

**Investment Status:** Investment Business Case Approval

### **Project Description:**

This is a component project within the DMAS MES Program. The MES Fee-for-Service and Core Processing addresses many of the business requirements that will comprise the MES solution, as mandated by CMS through the MITA 3.0 Framework. A RFP is required to replace and transform the system and services provided in the current MMIS contract. The specific requirement is to acquire a solution addresses the needs of several business areas:

- Business Relationship Management
- Care Management
- Eligibility and Enrollment Management
- Financial Management (limited)
- Member Management
- Operations Management
- Performance Management
- Plan Management
- Provider Management

### **Project Scope:**

The scope of this project is to solicit proposals from vendors to provide the MES Fee-for-Service and Core Processing solution, which includes implementing a system and preparing to perform operational processes.

The selected vendor will integrate existing software components that require little or no development so that the development and implementation of business requirements is primarily configuration and testing.



## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Medicaid Enterprise System (MES) Program Financial Management

**Agency:** Department of Medical Assistance Services (DMAS)

**Secretariat:** Health & Human Resources

**Investment Status:** Investment Business Case Approval

### **Project Description:**

This is a component project within the DMAS MES Program. The MES Financial Management RFP addresses many of the financial business requirements that will comprise the MES solution, as mandated by CMS through the MITA 3.0 Framework and the CMS Seven Conditions and Standards. This will be a COTS or SaaS solution. The project will deliver:

- Accounts Receivable Management
- Accounts Payable Management
- Fiscal Management
- Payment and Reporting (limited)

DMAS recognizes that the MITA Seven Conditions and Standards must be adhered to in order to be eligible for enhanced match funding. CMS also requires the FMS to be certifiable according to the CMS Medicaid Enterprise Certification Toolkit (MECT) checklists and the Independent Verification and Validation (IV&V) assessments conducted by Ernst & Young throughout DDI, which is targeted for mid-year 2018.

Where possible, the FMS Solution will leverage existing technologies, such as the DMAS EDI investment. The FMS will successfully connect to other MES modules, such as ISS and EDWS. Additionally, the FMS solution will successfully connect to critical systems, such as Cardinal, the statewide accounting system. The new FMS must incorporate modularity standards to enable it to successfully adapt to changes in technology and infrastructure. The FMS will be available 24/7/365 and will maintain the highest levels of data security, as stated in VITA and MITA 3.0 standards. The new FMS will support Financial Accounting and Reporting functions, General Ledger functions, and the following MITA 3.0 Framework business processes:

The new FMS solution will benefit stakeholders and users by providing secure and reliable data with accurate and timely results. The deficiencies in the existing financial environment will be addressed with the efficient and technologically advanced COTS or SaaS. The improved efficiencies in the financial processes will contribute to improved Medicaid program administration and tracking/reporting.

### **Project Scope:**

The scope of deliverables for the new FMS will include Financial Accounting and Reporting functions, General Ledger functions, and the following MITA 3.0 Framework business processes:

## Appendix C - 2017 Major IT Project Descriptions

1. FM01: Manage Provider Recoupment
2. FM02: Manage TPL Recovery
3. FM03: Manage Estate Recovery
4. FM06: Manage Accounts Receivable Information
5. FM07: Manage Accounts Receivable Funds
6. FM09: Manage Contractor Payment
7. FM13: Manage Accounts Payable Information
8. FM14 : Manage Accounts Payable Disbursement
9. FM15: Manage 1099
10. FM16: Formulate Budget
11. FM17: Manage Budget Information
12. FM18: Manage Fund
13. FM19: Generate Financial Report
14. OM14: Generate Remittance Advice

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Medicaid Enterprise System (MES) Program Integration

**Agency:** Department of Medical Assistance Services (DMAS)

**Secretariat:** Health & Human Resources

**Investment Status:** Investment Business Case Approval

### **Project Description:**

This is a component project within the DMAS MES Program. The purpose of the ISS project is to contract with a contractor who will provide a solution that will provision a self-contained, SOA-based communication broker, which provides several functionalities that are listed below, but not limited to:

- Communication Services
- Document Transfer Services
- Document Management Services
- Information Exchange Services
- File Transfer Services
- Data Transfer Services
- Information Viewing Services.

The solution will serve as a hub to integrate various modules that will be implemented under each of the projects listed below. In addition the ISS project will provision a Single Sign On (SSO) and Identity Management solution for the Agency. These modules are:

- Core Services Solution (CSS)
- Enterprise Data Warehouse Solution (EDWS)
- Financial Management Solution (FMS)
- Pharmacy Benefit Management Solution (PBMS).

### **Project Scope:**

The ISS project a self-contained, SOA-based communication broker with the capability to provide all of the required services. A change management process and implementation for the program.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Medicaid Enterprise System (MES) Program Pharmacy Benefit Management

**Agency:** Department of Medical Assistance Services (DMAS)

**Secretariat:** Health & Human Resources

**Investment Status:** Project Initiation Approval

### **Project Description:**

The MES Pharmacy Benefit Management RFP is required to replace and transform the system and services provided in the current MMIS contract. That contract expires in June, 2018. The specific requirement is to acquire a solution that is consistent with the MITA 3.0 Framework and addresses the needs of several business areas:

- Business Relationship Management
- Care Management
- Eligibility and Enrollment Management
- Financial Management (limited)
- Member Management
- Operations Management
- Performance Management
- Plan Management
- Provider Management.

The RFP will present the requirements with the expectation that vendor solutions will integrate existing software components that require little or no development and where the development and implementation of business requirements is primarily configuration and testing.

### **Project Scope:**

To upgrade the existing Pharmacy Benefits Management system with a COTS based module as part of the MES Program enterprise solution.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Messaging Services Project

**Agency:** Virginia Information Technologies Agency (VITA)

**Secretariat:** Department of Technology

**Investment Status:** Project Initiation Approval

### **Project Description:**

This project transitions from the legacy messaging and directory services provider(s) to Tempus Nova, the messaging services supplier for email, enterprise collaboration services, and mobile device management for the required Commonwealth 55,000+ users and other public bodies. The project will be complete when VITA has transitioned to the ongoing Operations and Support mode with the winning supplier.

### **Project Scope:**

The high level scope of the project entails the procurement and implementation as part of the IT Sourcing Strategy Program (ITSSP) of mission critical Messaging, Enterprise Collaboration and Mobile Device Management (MDM) Services, transitioning the new services to ongoing operations and maintenance and disentanglement from Northrop Grumman.

VITA awarded the contract for email and related messaging services to Tempus Nova, a Small, Women-owned and Minority-owned (SWaM) certified business, specializing in Google solutions.

Tempus Nova will provide a flexible solution offering a variety of choices for agencies, including options for continued use of existing email software and unlimited storage. The request for proposal (RFP) included email, enterprise collaboration services, directory services and authentication, and mobile device management. No proposals were received for directory services. These services will be addressed in subsequent RFPs.

Tempus Nova recommends a phased approach, which is endorsed by the Google Deployment Team as a best practice and results in a more successful transition to the Google Apps solution. Tempus Nova recommends three phases (e.g., Phase I Core IT; Phase II Early Adopters; Phase IIIa, IIIb, and IIIc Remaining Users) well planned deployment phases, each addressing a specific group of users: Core IT, Early Adopters, and Remaining Users.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Multisourcing Service Integrator Services

**Agency:** Virginia Information Technologies Agency (VITA)

**Secretariat:** Department of Technology

**Investment Status:** Project Initiation Approval

### **Project Description:**

VITA plans to establish a multi-provider sourcing model, or integrated services platform to deliver certain IT services to VITA and the other Customers within its IT environments. This project will work toward the common goal of providing uninterrupted, secure, high quality services to Customers dependent on VITA's multi-supplier environment, ensure MSI and Service Tower Suppliers (STS) perform their services and interact and cooperate with each other within the Managed Environment in a manner that first considers the best interests of the Commonwealth, is grounded in the Information Technology Infrastructure Library (ITIL) framework and focused on accountability, boundaries, and consistency while maturing delivery through continual improvements in cost effectiveness, service quality and Customer experience, replaces the existing cross-functional services provided to the Commonwealth by the Comprehensive Infrastructure Agreement (CIA), and supports ITISP Relational Governance and implements highly effective Operational Governance.

### **Project Scope:**

The CIA the commonwealth has with Northrop Grumman is ending in 2019. This investment is specific to MSI services that will replace the current CIA. The intent is to replace the incumbent with the Multi sourcing integer and multiple service tower providers. The scope is to replace the current environment with at least the equivalent from a new supplier.

**Who:** The supplier will be determined when VITA awards the contract for Multi sourcing Integrator Services.

**What:** The supplier will provide a solution to replace the incumbent environment. They will provide tools, training, reporting, and management of vendor service towers. The high level project scope will include the following: transition Service Management Practices, implement Program Management, transition and implement Service Strategy, implement Service Design, implement Service Transition, transition Service Operation, implement Continual Service Improvement, transition and implement the Security Plan.

**Where:** VITA resources will perform project work in Chester, Richmond, and South West VA. Supplier resources will perform work both at VITA Chester Richmond, and South West locations. The vendor may work from anywhere in the United States that will have remote access.

**When:** The project is scheduled to commence January 2, 2018 through the end of project close-out December 31, 2022 with the possibility of two 2 year extensions.

**Why:** With the approaching expiration of the Comprehensive Infrastructure Agreement (CIA)'s term in June 2019, continued evolution of marketplace offerings, and enterprise-wide frustrations with service delivery, VITA has implemented a program to develop a next generation sourcing strategy. The IT Sourcing Strategy Program (ITSSP) was designed to examine all factors of the Commonwealth's current infrastructure services delivery model and provide recommendations that would position VITA to more effectively support the Commonwealth's future technology needs.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Network Infrastructure Refresh

**Agency:** Norfolk State University (NSU)

**Secretariat:** Education

**Investment Status:** Investment Business Case Approval

### **Project Description:**

NSU wishes to refresh aging network infrastructure to include Cisco equipment, UPS, cabling, and backups. The existing equipment is approaching end of life.

### **Project Scope:**

This effort will refresh network infrastructure, including Cisco equipment, UPS, cabling, and backups.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Project Portfolio Management (PPM)@VDOT

**Agency:** Department of Transportation (VDOT)

**Secretariat:** Transportation

**Investment Status:** Investment Business Case Approval

### **Project Description:**

The PPM@VDOT project will implement a PPM system that manages processes, methods, and technologies used by project managers and program managers to analyze and collectively manage projects and programs based on numerous key characteristics. In support of House Bill 2 and other similar initiatives, VDOT desires a portfolio management solution that will enable optimal utilization of available funding to maximize program delivery and benefits from projects objectively and quantifiably selected through the Six Year Improvement Program (SYIP) process, and to provide tools to aide in the management and execution of the program. Existing technologies supporting this need include the iSYP suite of applications. The technical platform for the VDOT SYIP technology suite is grossly outdated, and current business processes supporting the development of the SYIP are cumbersome and inefficient.

### **Project Scope:**

The PPM@VDOT project scope focuses on developing and deploying projects and programs at VDOT in the following areas:

- Demand management – Ability to view and manage demand requests across the agency
- Portfolio selection – Ability to identify, score, rank, evaluate and select projects that will deliver the greatest value to the agency and its constituents
- Portfolio tracking – Ability to continuously monitor, evaluate and report on the portfolio's progress to achieve its strategic objective
- Portfolio reporting – Ability to provide the information the agency needs to manage the portfolio and to inform stakeholders at all levels
- Funding optimization – Ability to optimally allocate funding resources to the high priority investments
- Financial tracking - Ability to continuously monitor, evaluate and report on the portfolio's financial performance
- Project schedule and tracking - Ability to develop project schedules and monitor, evaluate and report on the project performance to create value



## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Programs & Services Project

**Agency:** Department of Criminal Justice Services (DCJS)

**Secretariat:** Public Safety & Homeland Security

**Investment Status:** Investment Business Approval

### **Project Description:**

This project will improve the DCJS Victims Services Grant Programs administration by implementing a technology solution that automates the Victims Services Grant Program administration while ensuring data integrity, accessibility, compliance, security and continuous operation. The preferred solution is a single off-the-shelf system that meets the requirement for all Victims Services Grant Programs.

### **Project Scope:**

Automate the Victims Services Grant Program administration while ensuring data integrity, accessibility, compliance, security and continuous operation and includes Victim/Witness Grant Program (VOCA), Violence Against Women (V-STOP), Sexual Assault and Domestic Violence Grant Program (SADV), Virginia Sexual & Domestic Violence Victim Fund (VSDVVF), and Sexual Assault Services Program (SASP).

The Grants Management Information System (GMIS) is out of scope for this project. However, it is assumed some functionality residing in GMIS or the Grants Management process may be impacted and some minor modifications may be required to support the desired outcome of this project.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Pulse Budget System Project

**Agency:** Department of Behavioral Health and Developmental Services (DBHDS)

**Secretariat:** Health & Human Resources

**Investment Status:** Investment Business Approval

### **Project Description:**

DBHDS Finance has been working with the Pulse system vendor, PPC, to gather requirements for a new budgeting system. DBHDS contacted DMAS regarding their use of the Pulse system as an analytical tool. DMAS noted that the use of Pulse was helpful in producing important analytical data for management of the organization. Over the course of the Spring and Summer of 2016, representatives of Pulse provided demonstrations of the system. The Pulse system allows for the pulling of data from DBHDS primary systems such as our Financial Management System (FMS II) and our patient reimbursement system (Avatar) among others in order to create a data base for analytical purposes. In so doing, data can be arranged in most appropriate manner for more detailed analysis and management decision making.

### **Project Scope:**

Financial and budget forecasting

Budget forecasting at a most appropriate level of detail could be undertaken with this tool. This is particularly relevant as we analyze training center costs going forward. Pulse will allow budget staff to run what if scenarios and to better forecast facility and central office expenditures by looking at nonpersonal service spend trends over an elongated period.

Monitoring of Central Office Budgets

Pulse would be particularly helpful in the analysis of non-personal services costs in the Central Office. Personal Services (cost of staff) costs are currently not difficult to project nor are the costs associated with recurring one time back end loaded expenditures such as insurances and building rent. Remaining costs such as those of large contracts are more difficult to project and Pulse would be an appropriate tool for this. Pulse will allow fiscal staff to enter and track budget changes after initial budget has been developed including an explanation for the adjustment. This is currently done manually.

Monitoring of CSB Budget and Expenditures

Currently the only option when analyzing CSB year-end reports is to manually compile data from each CSB. This is time consuming and creates more risk for error. Furthermore, as new requests are submitted, the only way to pull out data from reports is manual. Pulse would allow this process to be more efficient and would reduce the potential for human error. Analysis of CSB financial reporting is becoming more critical as the need to allocate resources efficiently to community treatment modalities expands.

Cost Accounting

Gathering of financial data related to the Cost Allocation Plan is currently very time consuming and requires a lot of manual intervention. Utilizing the Pulse system will automate a lot of the necessary steps which will allow more time for analytics and audit processes to ensure that the costs from the various departments with CO are obtaining the maximum reimbursement from DMAS.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Server/Storage Sourcing

**Agency:** Virginia Information Technologies Agency (VITA)

**Secretariat:** Technology

**Investment Status:** Investment Business Approval

### **Project Description:**

VITA is initiating disentanglement from Northrop Grumman's Server/Storage tower. Server/Storage will be responsible for providing the infrastructure, which underpins the services used by agencies and citizens of the commonwealth. The project will include the replacement of existing services such as Windows/Unix servers (physical/virtual), storage (DASD, SAN, and high availability), etc.

### **Project Scope:**

The project will include the replacement of existing services such as Windows/Unix servers (physical/virtual), storage (DASD, SAN, high availability), etc.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** SMART SCALE - SMART Portal Enhancements Project

**Agency:** Department of Transportation (VDOT)

**Secretariat:** Transportation

**Investment Status:** Project Initiation Approval

### **Project Description:**

The Commonwealth Transportation Board (CTB) has directed VDOT to enhance the existing SmartScale portal. The purpose of the portal is to develop a simple way for eligible entities to request funding using a web-based application process and automate preparation of a data file for further analysis to support project screening, scoring, and selection decisions as part of the SYIP update process. The scope of this project is to deliver new functionality to allow for application re-submission, new applications submission to multiple grant programs, enhancements to the validation/screening/scoring processes and to improve the user interface to update decisions online.

### **Project Scope:**

The scope of this project is to enhance existing functionality and to deliver new functionality to allow for application re-submission of any existing Project created online in the past and not chosen for funding, new application submission to multiple grant programs, enhancements to the validation/screening/scoring processes for all funding programs under the SMART Portal and improve the user interface to update decisions online. The scope includes: Release 5 - 2017 Application Architecture and Intake Preparation - Implementation Date 6/23/2017. Improve Application Data Architecture – Continuing efforts from Release 4 to improve the application architecture, this will enable the faster creation of new applications for additional grant programs, as well as VDOT control over changes to existing applications.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Telecommunications Expense (Management) and Billing Solution (TEBS)

**Agency:** Virginia Information Technologies Agency (VITA)

**Secretariat:** Technology

**Investment Status:** Project Initiation Approval

### **Project Description:**

The Telecommunications Expense (Management) and Billing System (TEBS) project will procure and implement a modern, integrated, user-friendly telecommunications expense management and billing solution. The TEBS project is for the Virginia Information Technologies Agency (VITA). The project is sponsored by VITA's Director of Finance and Administration. TEBS stakeholders include Telco vendors, agency customers, VITA, and Northrop Grumman. The TEBS solution is expected to create additional categories of stakeholders to include (Budget, Partnership Expense Management and Recovery (PEMR), Customer Relationship Management (CRM), Customer Account Managers (CAMS), Telco Services, Billing, Customers, Vendors, Telco Reconciliation). The goal of the TEBS project is to replace the 30+ year old mainframe Telecommunications Inventory Billing System (TIBS) that currently supports VITA's Telecommunications Service Delivery with a modern integrated, user-friendly system that supports all of the existing TIBS functionality and providing additional telecommunication expense functionality. VITA will provide the functional leadership for the project with participation from agency personnel who will use the TEBS system. Additionally, VITA and agency personnel will participate in the requirements definition of the TEBS project to help determine the technological approach (in-house options, outsourcing, SaaS, COTS, etc) for a TEBS solution. The proposed solution will incorporate Telecommunications Expense Management. This is an integrated approach that extends beyond transaction processing to cover all aspects of telecommunications services to include: sourcing management, ordering and provisioning and user support, inventory management, invoice management, usage management, dispute resolution and executive information and decision support.

### **Project Scope:**

The TEBS project scope includes the following stakeholders: telecommunications vendors, agency customers, VITA and Northrop Grumman. The TEBS solution is also expected to create additional categories of stakeholders - budget, partnership expense management and recovery (PEMR), customer relationship management (CRM), CAMs, telecommunications services, billing and telecommunications reconciliation.

The proposed solution will incorporate telecommunications expense management. This is an integrated approach that extends beyond transaction processing to cover all aspects of telecommunications services to include: sourcing management, ordering and provisioning and user support, inventory management, invoice management, usage management, dispute resolution and executive information and decision support.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** Unemployment Insurance Modernization

**Agency:** Virginia Employment Commission (VEC)

**Secretariat:** Commerce and Trade

**Investment Status:** Project Initiation Approval

### **Project Description:**

The modernization of the Unemployment Insurance System is a major initiative for the VEC in the Agency Strategic Plan. This client/server system will replace the VEC's decades-old IBM-mainframe Benefits, Tax, and Wage systems. Agency stakeholders for this IT Investment include the VEC Commissioner, VEC Assistant Commissioner for Field Operations, the VEC Chief of Benefits, the VEC Chief of TAX, the VEC Director of the Customer Contact Center, the VEC IT Director, and the IT Project Manager. These stakeholders will have direct leadership and governance responsibilities for the Investment. Customer stakeholders include employers of the Commonwealth as well as individual citizens who require support from the Unemployment Insurance program. Input from these stakeholders was analyzed and documented through research performed by Peer Insight and will be further monitored through the use of surveys.

### **Project Scope:**

The Unemployment Insurance Modernization project includes modernizing the computer hardware and software as well as business workflows and some business processes that VEC uses to administer the unemployment insurance benefits, tax, and wage systems for the Commonwealth of Virginia. Modernization includes moving these systems to client/server/Web technologies that use relational data stores.

The UIBT System will provide:

- Implementation of a benefit audit, reporting and tracking system that will support the prevention, detection and processing of both fraudulent and non-fraudulent unemployment insurance overpayments. The system will facilitate several types of audits and help automate case management
- Implementation of an appellate hub for appeals that will provide end-to-end service for conducting conference call hearings, digitally recording hearings, archiving and retrieving hearings for review, and purging old recordings.

## Appendix C - 2017 Major IT Project Descriptions

**Project Formal Title:** VA ABC Financial System Replacement

**Agency:** Department of Alcoholic Beverage Control (ABC)

**Secretariat:** Public Safety & Homeland Security

**Investment Status:** Investment Business Approval

### **Project Description:**

Virginia ABC is currently using a financial management system (FMS) that is out of date, out of support, has passed end of life which does not fully satisfy business requirements. This application supports Virginia ABC's mission-critical processes for general ledger, accounting, accounts payable, and accounts receivable. Virginia ABC is seeking Supplier Services to assist with the replacement of the current FMS and potentially future FMS functionalities. This change will allow Virginia ABC to operate its mission critical business processes on a modern, scalable, and supported platform that integrates well with the broader Commonwealth applications (i.e., Cardinal, eVA, PMIS and VRS).

### **Project Scope:**

The scope of the Financial System Replacement Project will include enhancing the unsupported, out dated or antiquated technology system to increase efficiency in business processes and IT support which in turn could reduce costs.