

Appendix C – 2018 Major IT Project Descriptions

Project Formal Title: ABC Next Gen POS Project

Agency: Alcoholic Beverage Control (ABC)

Secretariat: Public Safety and Homeland Security

Investment Status: Investment Business Case Approval

Project Description:

Replace Point of Sales software and cash registers, and other store hardware. Replace iPods with similar functionality. Training of affected staff and Licensees. Connect the above to existing applications, Performance, MIPS, Elavon, and their successors. Increased capability for: tendering methods (Apple Pay, etc.), mobile interactions, Real –time Inventory and Sales Reporting. Maintain Commonwealth’s information security standards and protocols.

Project Scope:

Replace Point of Sales software and cash registers, and other store hardware. Replace iPods with similar functionality. Training of affected staff and Licensees. Connect the above to existing applications, Performance, MIPS, Elavon, and their successors. Increased capability for: tendering methods (Apple Pay, etc.), mobile interactions, Real –time Inventory and Sales Reporting. Maintain Commonwealth’s information security standards and protocols.

Appendix C - 2018 Major IT Project Descriptions

Project Formal Title: ABC Next Gen Sales Audit Project

Agency: Alcoholic Beverage Control (ABC)

Secretariat: Public Safety and Homeland Security

Investment Status: Investment Business Case Approval

Project Description:

Replace Sales Audit application. Training of affected staff. Connect the new Sales Audit application to existing and new applications in the enterprise, including Point of Sale system, Financial Management system, MIPS, Elavon and successor Credit Card processors. Increase capability for: tendering methods (Apple Pay, Google Pay, etc.), mobile interactions, Facilitate real-time inventory and enhanced sales reporting. Maintain Commonwealth's information security standards and protocols.

Project Scope:

Replace Sales Audit application. Training of affected staff. Connect the new Sales Audit application to existing and new applications in the enterprise, including Point of Sale system, Financial Management system, MIPS, Elavon and successor Credit Card processors. Increase capability for: tendering methods (Apple Pay, Google Pay, etc.), mobile interactions, Facilitate real-time inventory and enhanced sales reporting. Maintain Commonwealth's information security standards and protocols.

Appendix C - 2018 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 - 2018 Major IT Project Descriptions

Project Formal Title: Accounts Payable Automation Project

Agency: Department of Transportation (VDOT)

Secretariat: Transportation

Investment Status: Investment Business Case Approval

Project Description:

This project is designed to provide vendors a single, electronic invoice submission process through a web-enabled portal. Replace "wet" signatures with approval workflows to reduce paper generated, decrease paper storage requirements and increase efficiency. Capture invoice information from vendors without manually entering/reentering data. Create an organized, searchable central document repository to reduce personnel time spent managing paper records. Enable Vendors to track invoice status.

Project Scope:

This project is designed to provide vendors a single, electronic invoice submission process through a web-enabled portal. Replace "wet" signatures with approval workflows to reduce paper generated, decrease paper storage requirements and increase efficiency. Capture invoice information from vendors without manually entering/reentering data. Create an organized, searchable central document repository to reduce personnel time spent managing paper records. Enable Vendors to track invoice status.

Appendix C - 2018 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 - 2018 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 - 2018 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 - 2018 Major IT Project Descriptions

Project Formal Title: CCWIS - Mobility

Agency: Department of Social Services (DSS)

Secretariat: Health & Human Resources

Investment Status: Project Initiation 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 - 2018 Major IT Project Descriptions

Project Formal Title: CEDAR Upgrade Project

Agency: Department of Transportation (VDOT)

Secretariat: Transportation

Investment Status: Project Initiation 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 - 2018 Major IT Project Descriptions

Project Formal Title: Child Support Payment Processing

Agency: Department of Social Services (DSS)

Secretariat: Health and Human Resources

Investment Status: Investment Business Case Approval

Project Description:

DCSE seeks to invest in Software and software maintenance as necessary to operate the Payment Processing Unit (checks) in the State Disbursement Unit. The investment may also include hardware lease and/or purchase to include maintenance of hardware component units for the purpose of performing automated mail extraction and imaging of checks and related documents. Scope of the project includes purchase of payment processing software, maintenance of software, purchase and/or lease hardware for imaging and mail extraction as well as maintenance necessary for hardware.

Project Scope:

Scope of the project includes purchase of payment processing software, maintenance of software, purchase and/or lease hardware for imaging and mail extraction as well as maintenance necessary for hardware.

Appendix C - 2018 Major IT Project Descriptions

Project Formal Title: COMPASS (Case Management)

Agency: Department of Social Services (DSS)

Secretariat: Health and Human Resources

Investment Status: Investment Business Case Approval

Project Description:

An enterprise case management information system for child welfare professionals to enter case information, update and access case records, view scanned documents, generate reports and meet federal eligibility criteria for reporting and funding.

Project Scope:

The Department is seeking a solution that will provide for a configurable, case management solution that will replace four legacy and one SaaS information system. The project scope includes procurement, customization, configuration, implementation of software, servers and services to implement the proposed solution. The scope and requirements are define in the RFP and contract which will both be attached once awarded.

Appendix C - 2018 Major IT Project Descriptions

Project Formal Title: Constituent Tracking System

Agency: Department of Social Services (DSS)

Secretariat: Health and Human Resources

Investment Status: Investment Business Case Approval

Project Description:

VDSS has an requirement to have a constituent tracking system. This software/service will allow a single tool and process to be defined for constituent tracking. For this project, VDSS will implement Dynamics 365 Customer Engagement as a baseline solution to address this issue across four of their departments - Benefit Programs (BP), Family Services (DFS), Child Support Enforcement (DCSE), and Office of Research and Planning (ORP.) Supplier has conducted a Requirements gathering and Solution phase with VDSS and compiled a requirements backlog that will be implemented as part of this project. The details of requirements to be implemented are contained in Section 2.b. Each of the four VDSS departments has reviewed and prioritized their list. All requirements submitted and approved by VDSS, regardless of priority, are in the scope of this project. During implementation sprints, priority will be given to items identified as 'Mandatory' and 'High Priority'.

Project Scope:

For this project, VDSS will implement Dynamics 365 Customer Engagement as a baseline solution to address this issue across four of their departments - Benefit Programs (BP), Family Services (DFS), Child Support Enforcement (DCSE), and Office of Research and Planning (ORP.) Supplier has conducted a Requirements gathering and Solution phase with VDSS and compiled a requirements backlog that will be implemented as part of this project. The details of requirements to be implemented are contained in Section 2.b. Each of the four VDSS departments has reviewed and prioritized their list. All requirements submitted and approved by VDSS, regardless of priority, are in the scope of this project. During implementation sprints, priority will be given on items identified as 'Mandatory' and 'High Priority'.

Appendix C - 2018 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 - 2018 Major IT Project Descriptions

Project Formal Title: DCSE Document Management Software Project

Agency: Department of Social Services (DSS)

Secretariat: Health and Human Resources

Investment Status: Project Initiation Approval

Project Description:

The Department of Social Services, Division of Child Support Enforcement (DCSE) is seeking to replace the outdated software DCSE currently uses to provide the storage and retrieval of electronic documents. The existing software in use by DCSE (Help Systems WebDocs) does not provide the necessary features or functionality that has been requested by our users. Some of the functionality requested by DCSE users includes: Workflow creation, personalization, and multi-channel consumption of electronic media. DCSE investigated the possible use of the currently ongoing implementation of the VaCMS Document Management Imaging System (DMIS). DCSE needs a solution now to address our currently underperforming application which causes severe degradation of our worker performance and affects case management activities. The intention is to integrate the DCSE instance of document management with the existing DSS-DMIS solution used within the VaCMS application in the future.

Project Scope:

Phase 1: Provides a conversion for the approximately 12 million documents in an existing document repository into the Hyland Enterprise Software Perceptive Content system which will: Provide best practices for our document solution - Design and deliver a document capture process - Design and implement a workflow process - Design and implement a document search and retrieval process to our content repository - Implement a direct print software solution for documents generated by the mainframe application Phase 2: Provides an automated workflow for Employee Performance Management System. Not in Scope: 1. Merging the current VaCMS System with the DCSE System.

Appendix C - 2018 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 - 2018 Major IT Project Descriptions

Project Formal Title: DMV Project 2016: DMV Fuel Taxes Solution

Agency: Department of Motor Vehicle (DMV)

Secretariat: Transportation

Investment Status: Project Initiation 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 - 2018 Major IT Project Descriptions

Project Formal Title: DMV Project 2016: DMV IRP/IFTA/CView Solution

Agency: Department of Motor Vehicle (DMV)

Secretariat: Transportation

Investment Status: Project Initiation 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 - 2018 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 - 2018 Major IT Project Descriptions

Project Formal Title: End User Services

Agency: Virginia Information Technologies Agency (VITA)

Secretariat: Administration

Investment Status: Project Initiation Approval

Project Description:

This project will implement new vendors into VITA's IT environment to provide end user and managed print services to Commonwealth agencies. Upon contract awards, the new vendors will transition their staff, conduct training, and perform knowledge transfer with the incumbent. A detailed project plan will be jointly developed and followed throughout the project. The plan will include but not be limited to the milestones, schedule, budget, deliverables, and risks. The benefit of this project to the Commonwealth will be realized through the establishment of a new End User Services and Managed Print Towers that are aligned with VITA's strategic objective of moving away from a single source IT service provider strategy, to a multi-source IT service provider strategy. This new tower, established by this project, will deliver end user and managed print services to VITA and the other customers within VITA IT domains. This project will ultimately provide uninterrupted, secure, high quality services to all Customers dependent on VITA's Managed IT Environment in a manner that first considers the best interests of the Commonwealth, is grounded in the best of breed technology and focused on accountability and consistency while maturing delivery through continual improvements in cost effectiveness, service quality and Customer experience.

Project Scope:

General Description of the Project Scope Summary: This purpose of this project is to provide end user devices, hardware, and manage print services to the Virginia Information Technologies Agency (VITA) to support of it's IT Infrastructure Services Program (ITISP). New vendors will transition in to replace the Incumbent and conduct knowledge sharing, training, and other activities in order to implement the new systems to support VITA. This project involves the project management, technical, and cross-functional support to the MSI in order to provide VITA with end user services across the Commonwealth. The following further breaks down each of the support areas of the overall project: Project Management Support: Project management (PM) support will be provided throughout the all phases of the project life cycle as defined by the VITA Project Management Division (PMD) from Initiation, Detailed Planning, Execution and Monitoring, and Closeout. Project Managers (PMs) will support the transition of new vendors, commencement of new services, all end user services related projects throughout duration of the contract, and project closeout. PM support will comply with the PMD standards and processes, PMI Program and Projects best practices, and with VITA Portfolio project requirements. Additional, PM support includes cross-functional support with the MSI including coordination of projects across all Service Tower Suppliers (STs). PM activities will include: Provide unified management of the portfolio of EUS projects in accordance with governance directives Provide program and project level coordination of project resources, schedules, risks; identify project scheduling conflicts and provide assistance in resolution of such conflicts; provide coordinate risk management across portfolio of EUS projects and across STs Identify

Appendix C - 2018 Major IT Project Descriptions

and manage project level issues and risks consistent with best practices Actively manage compliance of deliverables Oversee the execution and control of component projects, and monitor program level baselines for schedule, scope and budget Provide project status reporting and conduct status meetings and any other required meeting on an on-going basis Use the CTP tool to prepare project deliverables as defined by the Commonwealth's program and project management policies, standards and guidelines

- o Manage communications on all EUS related projects to VITA, Agencies, and the MSI Utilize VITA's SharePoint site, as well as any other approved tools to: track issues, risks, and action items; store plans, procedures, job aids, training materials, and status reports; and maintain a list of supplier deliverables including all review and approved communication. The program SharePoint site will be program (PMO) and portfolio specific Assist with or consult regarding Program procurements as needed and related financial activities Actively oversee transition activities with our 3rd party vendors (e.g. D)(C, Tempus Nova, etc.). The supplier Program Manager will need to keep abreast of all interactions with 3rd party vendors. The supplier Project Manager will need to actively oversee the tasks that are performed by the 3rd party vendor and integrate milestones and dependencies into the VITA schedule. In addition PM support will include:

- Compliance with Service Portfolio and Life Cycle Management process
- Scope definition and management
- Reporting of milestones
- Project schedule development and integration
- Establish project baselines
- Issue and risk management
- Quality management
- Business readiness management
- Resource planning/forecasting
- Budget management/financial reporting
- Development of metrics/dashboards
- 3rd party vendor management
- Release strategy and planning
- Disentanglement planning
- Training strategy and planning
- VITA Governance/Oversight compliance

Technical Support: This project provides comprehensive End User Services to VITA and Commonwealth Agencies which includes but not limited to devices, support, software imaging, and managed print services. Support includes but not limited to Installations, Moves, Adds and Changes (IMACs); Supplier Personnel; Field Services and Technical Support Services; Desk-side Support Operations; End User Device Recovery; Cross-STS ("Smart Hands") Support; VIP Support; Software Services; Software Distribution; Client Image Engineering; Patching and Updating; Software Evaluation; Hardware Services; Product Selection; Refresh and Replacement; Security Incident Response, Planning and Investigation; Security Configuration Compliance; EUS Initial Operating Capability; Device Backup; Enterprise Mobility Management; Enhanced Services; Application Virtualization; Virtual Desktops Operations; Operating System Virtualization; and Value-Added Services. The project will provide hardware and services providing for service takeover, transition, and evolution and assume all existing EUS services provided by the Commonwealth's Incumbent Supplier, Northrop Grumman Services Corporation under the Commonwealth Infrastructure Agreement (CIA). The provider will assume ownership and management/maintenance/lifecycle refresh of hardware and provide all services necessary to support end user services environment. The supplier will develop and implement a refresh program; provide Installations, Moves, Adds and Changes (IMACs) service; service and break fix service; dispose of hardware as necessary per VITA Rules; provide all software services support; develop, deploy and manage images; develop, deploy and manage software packages; provide "Smart Hands" services for other towers Customer sites; document the Services environment and resolve or mitigate identified issues and risks; provide a comprehensive review and detailed documentation of the End User Services at CESC and supported sites; analyze and address technologies and systems which comprise those Services to ensure that the environment

Appendix C - 2018 Major IT Project Descriptions

complies with all VITA Rules; and address identified issues and risks. The supplier should evolve the current environment to improve performance and efficiencies; enable and/or transition to next generations of methods for end user computing and services. The supplier should provide detailed plans, assumptions and dependencies to VITA, VITA Customers, other suppliers or Services, and any other stakeholders for any migrations, transformations, new or enhanced technology adoption. In addition, the supplier will provide field services and technical support services; desk-side support operations; end user device recovery; cross-STs (“Smart Hands”) support; VIP Support; patching and updating; software evaluation; hardware services; product selection; refresh and replacement; security incident response, planning and investigation; security configuration compliance; EUS initial operating capability; device backup; enterprise mobility management; enhanced services; application virtualization; virtual desktops operations; operating system virtualization; value added services. Cross Functional Support: The EUS suppliers will coordinate all activities with the Multi-Sourcing Service Integrator (MSI). The MSI is the single organization in the Information Technology Infrastructure Services Program (ITISP) that is responsible for administration and coordination across all Service Tower Suppliers. As part of this project, the suppliers will work in integration with the MSI and other suppliers and adhere to ITISP Governance to support the seamless delivery of services to VITA and Customers. Additional cross-functional support includes:

- Support for the Main Processes - Service Strategy, Service Design, Service Implementation, Service Operation, Continual Service Improvement
- Provide support for Service Integration, and Service Management Systems and Program Management Office (PMO) support including project portfolio management and reporting system. current and ongoing projects and solution requests, and on-going programs
- Provide service strategy support including strategy generation and management, it technology planning
- Provide Financial Management support including chargeback and utilization tracking system, chargeback invoice consolidation, and invoice dispute processing
- Provide Service Portfolio Management support
- Provide New and Changed Service including Introduction of new customers, acquisitions and mergers
- Provide Demand Management support
- Provide Business Relationship Management support
- Provide Complaint Management support
- Provide Service Design support including solution design management, service catalog management, service catalog system, services catalog content, standard service descriptions, standard services monitoring and reporting, service level management, service level management and reporting system
- Provide Availability Management including availability management system, IT service continuity management, business continuity for customers, business continuity for supplier services, IT service continuity planning, IT services continuity solutions, IT service continuity (ITSC) preparedness, IT service continuity actions, crisis management, capacity management, capacity management system
- Provide Security Management including security program, security assessments, security assessment by third parties, security incident management, security clearance management, security clearance system
- Provide Risk Management including risk monitoring, identification and reporting , risk prevention and mitigation
- Provide Service Transition including change management and the change management system
- Provide Change Evaluation support
- Provide Release and Deployment Management
- Provide Release Management
- Provide Service Validation and Testing
- Provide Pre-Production Testing
- Provide Post Deployment End User Support
- Provide Service Asset and Configuration Management (SACM), configuration management, configuration management

Appendix C - 2018 Major IT Project Descriptions

system (CMS/CMDB), license management and compliance · Provide Knowledge Management including training and education, document data store, contract management, site information management, and customer information management · Service Operation including service desk, incident management, major incident management, incident escalation, incident management system, event management, Problem Management including problem escalation, root cause analysis, major problem management, problem management system and known error database, Request Management and fulfillment including request management system, solution request, service and solution request reporting, Access Management including physical access management, logical access management, single sign-on for service management systems, Supplier IT Operations · Provide continual service improvement including service review and reporting including process evaluation and currency , service management manual (SMM) currency, service measurement including overall program measures and quality assurance, improvement planning, technical innovation, and technical currency including currency planning

Appendix C - 2018 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 - 2018 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;

Appendix C - 2018 Major IT Project Descriptions

18. 24-hour , 7 Day a Week Automated Response Unit; and
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 - 2018 Major IT Project Descriptions

Project Formal Title: Electronic Health Records

Agency: Department of Juvenile Justice (DJJ)

Secretariat: Public Safety and Homeland Security

Investment Status: Investment Business Case Approval

Project Description:

DJJ requests the implementation and operation of an EHR system at DJJ residential facilities. This project covers the implementation of an Electronic Health record for DJJ. The full scope of the project will cover the initiation (to include RFP), training, implementation, and the initial years covered by the EHR contract. An electronic medical record will improve the efficiency and operations of the medical unit serving all residential juveniles. This will enable DJJ to provide the same level of care as outside of a correctional institution.

Project Scope:

This project covers the implementation of an Electronic Health record for DJJ. The full scope of the project will cover the initiation (to include RFP), training, implementation, and the initial years covered by the EHR contract.

Appendix C - 2018 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 - 2018 Major IT Project Descriptions

Project Formal Title: E-Summons Pilot Project

Agency: Department of State Police (VSP)

Secretariat: Public Safety and Homeland Security

Investment Status: Investment Business Case Approval

Project Description:

The purpose is to implement a pilot e-Summons system in Division 7. This is a new system as there is not a current e-Summons system in use. The pilot will include a report back to the General Assembly. Based on the results of this effort, a state-wide rollout is possible.

Project Scope:

Implement a pilot e-Summons system in Division 7, Fairfax and Prince William Counties (Areas 9, 11, 45, and 48). This is a new system as there is not a current e-Summons system in use. Tyler Technologies will provide the equipment and e-Summons system. End users will begin using the e-Summons system in April, 2019. The pilot will include a report to the General Assembly based upon six months of usage. Based on the results of this effort, a state-wide roll out is possible.

Appendix C - 2018 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 - 2018 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 - 2018 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 - 2018 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.

Project 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 - 2018 Major IT Project Descriptions

Project Formal Title: Jepson Science Center Expansion - Project

Agency: University of Mary Washington (UMW)

Secretariat: Education

Investment Status: Project Initiation Approval

Project Description:

The University of Mary Washington is expanding its Jepson Science Center building. The 40K sqft addition will contain classrooms, labs, and offices. Several categories of technology will be installed to support the building expansion. These include network, AV, digital signage, CCTV, access control, as well as computers, telephones, and printers.

Project Scope:

The University of Mary Washington its expanding its Jepson Science Center building. The 40K sqft addition will contain classrooms, labs, and offices. Several categories of technology will be installed to support the building addition. These include network, AV, digital signage, CCTV, access control, as well as computers, telephones, and printers.

Appendix C - 2018 Major IT Project Descriptions

Project Formal Title: JS Exhibit Renovation Technology

Agency: Jamestown Yorktown Foundation (JYF)

Secretariat: Education

Investment Status: Project Initiation 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 - 2018 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: Project Initiation 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 - 2018 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 - 2018 Major IT Project Descriptions

Project Formal Title: Local Employee HR Tracking System (LETS) Replacement

Agency: Department of Social Services (DSS)

Secretariat: Health and Human Resources

Investment Status: Investment Business Case Approval

Project Description:

The Local Employee Tracking System (LETS) replacement system will implement a software-as-a-service subscription solution to administer personnel merit and pay practices including: compensation planning, position classification, employee transaction information, and management reporting for 120 local departments of social services (LDSS). The data in LETS is used by Virginia Department of Social Services for a variety of purposes including: monitoring human resource transactions at the local level, classification and compensation studies, recruitment and selection, joint-cost count and random moment sampling.

Project Scope:

The LETS replacement solution will administer personnel merit and pay practices for 120 Local Departments of Social Services (LDSSs). It will enable VDSS divisions to meet their Federal and/or State requirements of completing Random Moment Sampling (RMS), reconciling staffing data in LETS with monthly reimbursement of administrative expenditures, information security access, VDSS information system inventory support, and planning of mandated training.

Appendix C - 2018 Major IT Project Descriptions

Project Formal Title: Mainframe Services Project

Agency: Virginia Information Technologies Agency (VITA)

Secretariat: Administration

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 - 2018 Major IT Project Descriptions

Project Formal Title: Managed Security Services Project

Agency: Virginia Information Technologies Agency (VITA)

Secretariat: Administration

Investment Status: Project Initiation 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

Appendix C - 2018 Major IT Project Descriptions

will perform project work in Chester and Richmond, VA. Supplier resources will perform work 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 - 2018 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 - 2018 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 - 2018 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 - 2018 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 - 2018 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: Project Initiation 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 - 2018 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

Appendix C - 2018 Major IT Project Descriptions

processes:

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 - 2018 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: Project Initiation 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 - 2018 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 - 2018 Major IT Project Descriptions

Project Formal Title: Medicaid Expansion Website Enhancement

Agency: Department of Medical Assistance Services (DMAS)

Secretariat: Health & Human Resources

Investment Status: Project Initiation Approval

Project Description:

This project consists of DMAS website's integration to tableau server displaying an interactive dashboard on DMAS website that will serve as a preliminary open source data/report for public. Initial design consists of reports that will display demographic and regional data/reports regarding Medicaid enrollments.

Project Scope:

The scope of this project is to publish open data and dashboards created by DMAS office of data analytics to DMAS website (dmas.virginia.gov)

The planned activities include:

Dashboard data inputs are "As Is" data provided by the office of data analytics.

- Interactive dashboard(s) – potentially multiple: *
 - o Expansion population
 - o Non expansion population
 - o BMAS
 - o Cost savings

*DMAS website dashboards will display data "as-is" received from the office of data analytics.

- Interface with DMAS office of data analytics system (s).
- Monitoring and high availability
- Open data (modeled after data.ny.gov)
- Website Analytics
- Integration with Granicus website overlay

Appendix C - 2018 Major IT Project Descriptions

Project Formal Title: MES Enterprise Content Management
Agency: Department of Medical Assistance Services (DMAS)
Secretariat: Health & Human Resources
Investment Status: Investment Business Case Approval

Project Description:

DMAS intends to establish FileNet ECM in support of the MES Program and Medicaid Expansion. DMAS currently has a contract with a vendor that provides ECM services for Medicaid processing. The vendor, Conduent, utilizes the IBM FileNet product hosted on-premise at the vendor datacenter. That contract is ending and DMAS is seeking to migrate to a FileNet on Cloud. Migrating from the on-premise FileNet to the cloud-based FileNet will simplify the migration versus moving to another ECM solution. DMAS is working in close coordination with VITA to implement the Medicaid Enterprise System (MES) program that is modernizing Virginia Medicaid services. The ECM solution will provide content services for the MES program. DMAS needs to begin using the ECM service by December 2018

Project Scope:

DMAS will define the business requirements for ECM, and will develop the ECM technology solution. The DMAS MES project scope includes hardware, software, infrastructure, data conversion, (if needed) integration with all of the MES modules, and user training. The near-term need is for meeting the MES component and Medicaid Expansion needs; longer-term opportunities include extensive data capture and enterprise image management. The challenge will be to quickly develop a FileNet solution to meet our short-term need while simultaneously developing a solution that can be readily expanded for enterprise functions at a later date.

Appendix C - 2018 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 - 2018 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

Appendix C - 2018 Major IT Project Descriptions

that would position VITA to more effectively support the Commonwealth's future technology needs.

Appendix C - 2018 Major IT Project Descriptions

Project Formal Title: Network Infrastructure Upgrade

Agency: Virginia State University (VSU)

Secretariat: Education

Investment Status: Project Initiation Approval

Project Description:

New access switches will be installed in student and faculty buildings. The new access switches will connect to new core via new standard Repeat Cycle Replace switches/patch cable.

In addition to purchasing and installing of the following equipment according to the plan of action and milestones. The project will be completed in 3 Phases

Phase 1: Configure software and Stage Equipment in the Data Center

Phase 2: Configure and Upgrade equipment that will housed within campus dorm building:.

Phase 3: Configure and Upgrade equipment that will housed within campus faculty buildings:

Project Scope:

The VSU Network Refresh project team will implement a network infrastructure that will provide a wider wireless internet access range and more stable and scaleable network environment. The project will consist of replacing non supported and outdated infrastructure equipment in the data center, replacing switches and adding wireless access points in dorm and faculty buildings throughout the VSU campus, which includes faculty and student buildings and outdoor internet access. The project will be completed in a 3 phase approach over three years and will provide our faculty and students with anytime and anyplace secure access to personal files, class files, shared files, instructional and learning materials, and related resources.

Appendix C - 2018 Major IT Project Descriptions

Project Formal Title: Network Voice and Video

Agency: Virginia Information Technologies Agency (VITA)

Secretariat: Administration

Investment Status: Project Initiation Approval

Project Description:

The supplier will support assuming the responsibility of the video, voice, data and network services in a two phase approach during which the Commonwealth, Supplier and Incumbent will collaborate to conduct a full service operational transfer of knowledge, share required information supporting the disentanglement, and migrate the existing Incumbent service operations to Supplier for on-going governance and performance management. The Supplier will work with the Commonwealth, MSI and Incumbent to ensure processes, procedures, systems, tools and resources are securely in place and prepared for a transfer of management responsibility to the Supplier. Comprehensive implementation planning following a clear RACI (Responsible, Accountable, Consulted, and Informed) model will be prepared by Supplier to support of Phase I and Phase II. Plan details will be reviewed and validated by the Supplier with both the Commonwealth and Incumbent to ensure that the plan is comprehensive, maintains a critical path of tasks and milestones to achieve the disentanglement of the Incumbent supplier services, and meets the Commonwealth's and Supplier's contractual and financial objectives.

Project Scope:

The CIA the commonwealth has with Northrop Grumman is ending in August of 2018, and its agreement with interim replacement incumbent SAIC to manage the tower services ends in December of 2018. This investment is specific to Voice, Video and Data Network Services that will replace those provided through the current CIA and interim SAIC contract.

The intent is to award a new contract with Verizon Business to better support VITA's multi-sourcing service integrator and multiple service tower providers. The scope of this Project is to have a new supplier take over the current environment with at least the equivalent level of service as that provided through the CIA.

Who: Verizon Business (the current VITAnet supplier)

What: The supplier will provide a solution to take over the incumbent environment. The high level project scope will include the following:

- Voice Services, including equipment, circuits, and applications:
- UCCaaS and other VoIP Services
- Public Switched Telephone Network (PSTN) Services
- Video Conferencing Integration Services
- Teleconferencing Services including data conferencing (e.g., Webex)
- Voice Networks
- Call Center Services
- Scope: Wide Area Network and Customer LAN
- Network Operations Center – NOC
- Remote Access (Site-to-Site VPN)

Appendix C - 2018 Major IT Project Descriptions

- Managed Network Services – LAN (wired and wireless), MAN & WAN
- Customer Premises Equipment (CPE)-as-a-Service
- Other (network acquisition/network documentation)

Where: VITA resources will perform project work in Chester and Richmond, VA. Supplier resources will perform work throughout Virginia.

When: The project is scheduled to commence Summer 2018 through the end of project close-out February 2019 with the commencement of the takeover of Voice, Video and Data Network services complete in December 2018.

Why: With the approaching expiration of the Comprehensive Infrastructure Agreement (CIA)'s term in August 2018, 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. See the Integrated Master Schedule for a detailed list of deliverables.

Appendix C - 2018 Major IT Project Descriptions

Project Formal Title: OneMind Cerner Millennium Replacement Project

Agency: Department of Behavioral Health and Development Services (DBHDS)

Secretariat: Health and Human Services

Investment Status: Investment Business Case Approval

Project Description:

Replacement of the OneMind Cerner Soarian Electronic Health Record (EHR) with the Cerner Millennium EHR using the VITA Statewide contract. Cerner is actively partnering with current Soarian customers to replace Soarian with the Millennium platform, that is hosted by Cerner. OneMind is the DBHDS branded approach to providing EHR functionality to our facilities. Currently, OneMind is fully implemented in three hospitals, while a fourth uses it for pharmacy only. The project will extend the use of OneMind to more hospitals, and convert current hospital users from Soarian to Millennium, all while providing ongoing Tier 2 technical support to all end users; testing and deploying software updates, and any vendor required system updates.

Project Scope:

When DBHDS first installed the OneMind Soarian EHR it was provided by Siemens. Cerner acquired Siemens in 2015 and began migrating customers to the replacement Cerner Millennium product. Replacing Soarian with Millennium will allow DBHDS to keep business critical technology aligned with the state EHR vendor's support and enhancement model. The scope will include replacing the 3 facilities that are live on Soarian with Millennium, and implementing OneMind Millennium EHR at the facilities that are not currently live on Soarian. OneMind Millennium EHR will be the core clinical tool for treating patients in the agency's hospitals. Scope Statement: - Successful implementation of OneMind Millennium at all 12 DBHDS facilities - Continued configuration of the EHR to support key clinical processes and client care needs in the DBHDS agency. These products will be used as consistently as possible across the DBHDS hospitals. - Design/build of limited forms, assessments and user roles to accommodate individual facility specific requirements - Developing and meeting project implementation schedule including facility and bed build, process gap evaluation, configuration of facility-specific forms, testing, training, preload, go-live support, lessons learned/QA - On-going Tier 2 technical support to all end users - Testing and deployment of software updates and vendor-required major system upgrades - System optimization including system development, testing and deployment of enhancements that will provide more effective use, functionality and reporting capabilities - Additional programming changes to ensure OneMind Millennium compliance with regulatory requirements (ex: Joint Commission, CMS, etc.)

Appendix C - 2018 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 - 2018 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 - 2018 Major IT Project Descriptions

Project Formal Title: School Nutrition Programs Web-Based System (SNPWeb)

Agency: Department of Education (DOE)

Secretariat: Education

Investment Status: Project Initiation Approval

Project Description:

The Virginia Department of Education, Office of School Nutrition Programs, (OSNP) seeks to acquire a comprehensive, fully developed and integrated, web based child nutrition program computer system that is a Commercial Off the Shelf (COTS) system with multiple modules and the ability to modify forms, reports, interfaces and outputs as necessary to meet the specific needs of the OSNP. This web based management system must allow the VDOE to effectively manage complex USDA Child Nutrition programs to meet regulatory requirements. The system must integrate emerging computer technologies with custom applications and system software to provide innovative, reliable, cost-effective and turnkey solutions designed to simplify the administration of the school nutrition programs with online entry of applications and claims through the Internet. This new system will replace/upgrade the exiting School Nutrition Web System (SNPweb) and would be hosted by the selected vendor.

Project Scope:

To improve service to school divisions and to more effectively comply with Federal and State regulations and reporting requirements, the Virginia Department of Education, Office of School Nutrition Programs, seeks to acquire and install a comprehensive, fully-developed and integrated web-based child nutrition system that can be modified to meet the needs of the Office and satisfy federal and state requirements. The system must be hosted by VITA, allow access for maintenance by the software vendor(s), and conform to the Single Sign-on for Web Systems that is the portal for VDOE users. Data interchanges will have to be developed to provide for transfer to VDOE and financial systems for Claims Reimbursements and other payments and also to facilitate data refreshing from the VDOE School databases. In addition to the above, this change request modifies the scope in that it adds two modules to the existing Colyar software. The two new modules will allow DOE's Office of School Nutrition to assume the responsibility of managing the Summer Food Service Program (SFSP) and the At-Risk Afterschool component of the Child and Adult Care Food Program (CACFP). For SLDCS: The Virginia Department of Education will implement a State Level Direct Certification Solution (SLDCS) that will house data from the Virginia Department of Social Services (VDSS) and allow Local Education Agencies (LEAs) to upload student enrollment data to perform direct certification matching. The system will include the development and customization of an existing module, testing, deployment and training. The additional module to be added is the Direct Certification which centralizes and automatically matches eligible LEA students to DSS food programs.

Appendix C - 2018 Major IT Project Descriptions

Project Formal Title: Server/Storage Sourcing

Agency: Virginia Information Technologies Agency (VITA)

Secretariat: Technology

Investment Status: Project Initiation 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 - 2018 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 - 2018 Major IT Project Descriptions

Project Formal Title: SOR System Replacement

Agency: Department of State Police (VSP)

Secretariat: Public Safety and Homeland Security

Investment Status: Investment Business Case Approval

Project Description:

The current vendor provided Sex Offender Registry core system needs to be upgraded or replaced as it is based on older technology (Oracle Forms and Reports) and does not meet all user requirements. Making changes due to legislation or enhancing the current application is not feasible due to the outdated technology and the eventual loss of vendor support due to its age.

Project Scope:

Replacement of the legacy SOR system with a COTS or in-house developed java based system. This project includes the RFP process, development or customization, installation and deployment of the new software at VSP. Consulting resources could be obtained to supplement VSPs development staff along with the purchase of the necessary hardware and software to host the replacement application at VSP. The scope of the replacement system is limited to the current SOR system functionality.

Appendix C - 2018 Major IT Project Descriptions

Project Formal Title: Step-VA Same Day Access SPQM implementation Project

Agency: Department of Behavioral Health and Development Services (DBHDS)

Secretariat: Health and Human Services

Investment Status: Investment Business Case Approval

Project Description:

As a part of the STEP-VA transformation, the General Assembly provided \$4.9 million for an initial group of Community Services Boards to implement Same Day Access which allows individuals with behavioral health needs to receive rapid assessment and treatment. Successful implementation of Same Day Access includes the need for an analytical tool for services at the state and local level. This tool needs to support crucial elements of reform which do not currently exist. These elements include a way to consistently measure the effectiveness and efficiency of behavioral health service delivery. Such a tool will assist in developing standardization of services and raise accountability for the quality of service delivery across the state.

Project Scope:

Successful implementation of Same Day Access includes the need for an analytical tool for services at the state and local level. Service Process Quality Management (SPQM) is such a tool and supports crucial elements of reform which do not currently exist. These elements include a way to consistently measure the effectiveness and efficiency of behavioral health service delivery. Such a tool will assist in developing standardization of services and raise accountability for the quality of service delivery across the state. SPQM is also a good value for what it provides and thus a worthy investment of tax payers' dollars. DBHDS will contract with MTM, charging them to develop a tool that will allow DBHDS, CSBs and other designated associate entities, to measure the effectiveness and efficiency of the behavioral health services they deliver. The tool shall: 1) be built in such a way, that it can serve as a resource for developing service standardization across the state 2) consistently measure the efficiency and effectiveness of overall service quality at a state and local level 3) consistently measure accountabilities tied to service delivery at a state and local level

Appendix C - 2018 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 - 2018 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: Project Initiation 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.

Appendix C - 2018 Major IT Project Descriptions

Project Formal Title: VABC Enterprise Reporting and BI Project

Agency: Department of Alcoholic Beverage Control (ABC)

Secretariat: Public Safety & Homeland Security

Investment Status: Investment Business Approval

Project Description:

The scope of ABC Enterprise Reporting and BI Project includes the planning, design and development of the Data Warehouse, Business Intelligence Repository element, producing the Presentation Functionality, transitioning all converted Windward and Crystal reports into the BI Publisher and installing new software and hardware. This software and hardware addition will meet or exceed organizational system standards and additional requirements established in the project charter. Project completion will occur when all aspects of the Data Warehouse components and sub task have been successfully executed and transitioned to VABC Data Warehouse group for everyday procedures and maintenance.

Project Scope:

The scope of ABC Enterprise Reporting and BI Project includes the planning, design and development of the Data Warehouse, Business Intelligence Repository element, producing the Presentation Functionality, transitioning all converted Windward and Crystal reports into the BI Publisher and installing new software and hardware. This software and hardware addition will meet or exceed organizational system standards and additional requirements established in the project charter. Project completion will occur when all aspects of the Data Warehouse components and sub task have been successfully executed and transitioned to VABC Data Warehouse group for everyday procedures and maintenance. ↵ ↵ABC Enterprise Reporting and BI Project work will be performed internally. The scope of this project includes changes in requirements to standard operating systems to run the software and hardware.

Appendix C - 2018 Major IT Project Descriptions

Project Formal Title: VADOC VCE ERP/MRP System Project

Agency: Department of Corrections (DOC)

Secretariat: Public Safety & Homeland Security

Investment Status: Investment Business Approval

Project Description:

Virginia Correctional Enterprises is seeking to procure a manufacturing and services Enterprise Resource Planning/Material Requirements Planning and Scheduling software suite that provides an end to end solution that helps manage manufacturing processes, whether made to order (MTO) or made to stock (MTS). This will also enhance the Transportation/Delivery capabilities, add features to provide better Distribution/Inventory control and customer service.

Project Scope:

Virginia Correctional Enterprises is seeking to procure a manufacturing and services Enterprise Resource Planning/Material Requirements Planning and Scheduling software suite that provides an in to end solution that helps manage manufacturing processes, whether made to order (MTO) or made to stock (MTS). The solution will also manage business processes, customer relationship management, quality control, procurement options, accounting/invoicing, receivables, sales, inventory control, design, product development, service operations and warehousing/delivery options so VCE can be more responsive to internal and external customers' needs, deliver greater quality and value, build loyalty and operate more efficiently. Virginia Correctional Enterprises utilizes INFOR's Syteline ver. 8.01 as its Enterprise Resource Planning/Material Requirements Planning and Scheduling software. This software has reached its End-of-Life (EOL). Maintenance and support for the software is no longer available and the software is unstable and downtime is increasing. The software is critical to maintaining all business and manufacturing operations for VCE. Currently we are experiencing an increase in the frequency and severity of issues related to the proper functioning of the software and our Information Technology Unit believes it may become inoperable without notice. Virginia Correctional Enterprises intends to issue a Request for Proposal (RFP) for the ERP/MRP system software to replace the existing Syteline software. VCE believes this will be the most effective and efficient means to obtain the necessary Enterprise Resource Planning/Materials Requirements Planning and Scheduling software suite to meet its current and future needs.