



Updating the Commonwealth Business Technology Plan – CAC Status Report

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Virginia Employment Commission
On Behalf of the Customer Advisory Council
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Background

- Purpose of the plan
 - Establish the link between the Commonwealth's business priorities and the COV Strategic Plan for IT
 - Provide business guidance and direction to executive branch agencies' collective information technology initiatives
- Why is the plan being updated?
 - An update to the plan is necessary to provide a current foundation for the required update to the COV Strategic Plan for IT



Summary of Updates

- Added an introduction
- Updated the environmental factors
- Refined the desirable plan attributes
- Updated and expanded the initiatives
- Revised the recommended action steps
- Publish as a website



Introduction

- A “confluence of opportunities for technology” makes this the right time move beyond the backroom “IT operations” view of technology to a bolder vision of technology as the enabler of far reaching solutions that address significant common business needs while improving citizen access to services, increasing transparency, and embedding technology as an integral part of the business framework.



Environmental Factors

- Financial outlook
- Continued population growth
- Diversity of Virginia's population
- Aging of the state government workforce
- Attractiveness of government careers to younger generations
- Pervasiveness of technology



Desirable Plan Attributes

- Leverage the work of the Council on Virginia's Future (COVF)
- Drive off of recognized business priorities
- Focus on key leverage points
- Push agencies toward best practices
- Create an action agenda – with follow-through



Plan Updates

- The CAC formed a special workgroup to focus on the plan update
- The workgroup developed the update in several phases:
 - Determination of the commonwealth's high-level business priorities
 - identification of key initiatives that could become technology focal points in support of those business priorities
 - development of the plan document, including action steps for implementation



Initiatives

- Initiative 1 – Emphasize programs and tools that enable all citizens to interact with government safely and securely and when, how and where they want to interact
- Initiative 2 – Improve information-sharing and governance to derive quality information from data already collected
- Initiative 3 – Leverage technology to improve worker productivity and make state employment more attractive to the current and future workforce



Initiatives (continued)

- Initiative 4 – Support educational attainment initiatives – key to achieving state economic development and quality of life goals
- Initiative 5- Expand technology platforms and productivity tools that support Virginia's goal of remaining the best-managed state
- Initiative 6 – Support initiatives that will make Virginia the leader in IT security and cyber security
- Initiative 7 – Expand and support enterprise and collaborative IT services



Recommended Action Steps

- Update plan every two years
- Incorporate findings of this plan into the next update of the COVA Strategic Plan for IT
- Develop and execute communication plan to promote the plan update and implement the recommended actions
- Implement mechanisms for employees to share their knowledge, expertise and experience with co-workers in agencies seeking to adopt the technologies
- Select one technology of significant interest to agencies and develop a model competency center to determine if this mechanism is effective in supporting agency adoption



Presentations and Reports to the Workgroup

Presentations at the Jan. 21 meeting

- “Commonwealth Business Priorities,” Council on Virginia’s Future Executive Director Jane Kusiak
- “Virginia Population Trends,” University of Virginia Weldon Cooper Center for Public Service Outreach Director Meredith Gunter and Demographics Research Group Director Qian Cai
- “Workforce Analytics,” Virginia Department of Human Resource Management Agency Head Sarah Wilson

Report provided

- “Dynamic Change in Virginia’s Economy,” Chmura Economics and Analytics, presented at the Dec. 2, 2015, agency head meeting

Link to presentations and report



Workgroup Members

Member	Agency
David Burhop	DMV
Harold W. Clarke	VDOC
Matt Davis	ELECT
Rick Davis (sub for Clarke)	VDOC
Ellen Marie Hess	VEC
Robert Hobbelman	DSS
David Mix	DMAS
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Murali Rao	VDOT
Doreen Richmond (sub for Moore)	DGIF
Constance Scott (support staff)	VITA
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Next Steps

- Solicit feedback from ITAC
- Submit changes by March 25 to George Williams at George.williams@vita.virginia.gov
- Lack of response will signify approval
- CAC to develop a Communications and Marketing Plan for the Commonwealth Technology Business Plan



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