

# 2022 - 2024 IT Strategic Plan

**Agency:** 194 Department of General Services (DGS)

**Date:** 3/6/2023

## Current IT State

**In this section, describe the high-level strategy the agency will use to manage existing operational IT investments over the next year to 5 years. This section should align with identified Business Requirements for Existing Technology (BReTs). At minimum, please address the following questions in your description of your agency's strategy for managing existing operational IT investments:**

**Are there existing IT investments that will require additional funding over the next year to 5 years, such as license renewals, re-competition of current IT contracts, or system enhancements required by the Agency Strategic Plan?**

**If there are systems that will no longer support the agency's business needs, either through poor performance or excessive cost, how does IT leadership in the agency plan to address the issues?**

**If the agency does not have the staff or funding to meet increasing demand for IT services, how will IT leadership fulfill the requests?**

The Department of General Services (DGS) is a service agency supporting the missions of government by delivering quality, cost-effective, timely, safe and secure laboratory, engineering and architecture, procurement, real estate and facilities management, vehicle management and graphic design services, while also serving businesses and citizens.

### Operational Technology Investments:

The DGS Office of Information Systems & Services (ISS) provides technologies that enable the agency to offer services to citizens, partner agencies and businesses throughout the Commonwealth. DGS continues to implement technologies that are consistent with EO-19.

The ISS team supports over 70 applications leveraging the infrastructure provided by the VITA Information Technology Infrastructure Strategic Partnership (ITISP). DGS maintains applications that support the agency's core business functions and related performance measures including:

The Division of Consolidated Laboratory Services (DCLS) leverages a number of applications in support of public health, environmental protection and emergency response.

LIMS (Laboratory Information Management System) processes and reports results for newborn screening, clinical, environmental and all hazard samples. The system also monitors compliance with the state's lab certification program. Many systems in this area required changes in support of COVID-19 programming, and there likely will be more changes.

Rhapsody facilitates the daily exchange of lab orders and results with state and federal partners and some hospitals.

Qualtrax, a web-based system, monitors and tracks compliance with ISO 17025 standards of accreditation. This system allows the lab's Quality Assurance group to readily provide ISO auditors with reports that demonstrate:

- Compliance and provide information on standard operating procedures and forms
- Staff competencies, certifications and training records
- Previous audit findings and the associated corrective action plans
- Instrumentation maintenance and calibration records

Bionumerics classifies, sequences and links organisms to DNA clusters potentially related to pandemics and national outbreaks.

Wintox is used to test and report drug-screening results.

Laboratory Response Network (LRN) Results messenger is a web-based application used for rapid reporting and secure exchange of biological and chemical agent information with CDC.

NorthWest Analytics is used with the clinical, micro, hazard, newborn screening and environmental LIMS Modules for enhancing quality assurance of sample analysis and processing.

The Division of Purchases and Supply (DPS) hosts eVA, the Commonwealth's online system for electronic procurement of goods and services. eVA is a web-based vendor registration and purchasing system. It allows state agencies, colleges, universities and local governments to conduct purchasing and sourcing activities for goods and services.

DPS Virginia Distribution Center uses VALS to maintain information on high-quality products used by state agencies, universities and colleges, mental health and correctional institutions, and political subdivisions.

The Division of Engineering (DEB) uses Building Information Tracking System (BITS), a web-based DGS computer application, to manage project reviews and inspections, and to process key project-related forms. BITS tracks project submittals, manages reviewer assignments, and supports other related business operations. State agencies and DEB use the BITS application to process capital outlay forms for design and other project approvals. BITS also is used for processing Building Permits, Certificates of Use & Occupancy, and requests for Beneficial Occupancy.

The Division of Real Estate and Facilities Management (DREFM) has multiple applications, which include: COVA Trax, a system that combines a SaaS solution with an internally developed web portal in managing the Commonwealth's broad portfolio of real estate leases, owned properties and transaction pipeline. The system helps track land, building, and lease data such as deeds, leases, property contracts and financial data. COVA Trax also helps provide reports to the General Assembly on facility utilization. The web portal allows outside agencies to report their leases not administered by DREFM and easily review and update their agency land use plans. AIM, the facility maintenance SaaS application, is used by the Bureau of Facilities Management (BFM) to capture and track work order information related to facility maintenance, repairs and equipment upgrades. These include building tenant service requests and ongoing preventive maintenance for state-owned properties in the metropolitan Richmond area.

AIMS, the capital area parking system, is used by the Bureau of Parking Services and Building Access to manage the usage of state-operated parking facilities.

Resource Scheduler, a web-based resource scheduling solution, provides an approval workflow for scheduling conference rooms used by Perimeter Center agencies.

Director's Office Business Unit and enterprise applications:  
OSPM AMP (Asset Management Platform) is the inventory and reporting system used by the Office of Surplus Property Management (OSPM) to track federal surplus property.

GovPlanet, an Internet-based auction system, helps OSPM list state agency surplus items for sale. GovPlanet allows potential buyers to bid and buy these items.

FleetFocus M5 is the automobile fleet management system used by the Office of Fleet Management Services (OFMS) to track vehicle inventory, repairs and maintenance. The fleet comprises approximately 6,425 passenger-type vehicles used by more than 175 state agencies and institutions for official state business.

PeopleSoft Financials, used by the Office of Fiscal Services, maintains DGS financial activities. DGS PeopleSoft Financials integrates with eVA and Cardinal.

PeopleSoft Time & Labor, used by the Office of Human Resources (HR), supports the time reporting needs of a wide range of business functions including payroll, financial and employee benefits.

PeopleSoft ISAS, a DGS security management tool, allows managers to request, change or track staff access to the DGS network and applications.

Payment Portal, used by eVA and the DCLS Drinking Water application, processes online payments.

MPR, Monthly Positions Report used by HR, web based report to track job positions and staffing. It also is available to DGS business unit directors and their assigned personnel for quickly reviewing employee information under their respective purviews.

EpiServer is the content management system for the agency website.

Oracle databases support LIMS, eVA Billing, Fleet M5, and the PeopleSoft applications. We anticipate an upgrade to our Oracle databases during the coming year.

SQL Server database supports many applications.

## Factors Impacting the Current IT

In this section, the agency will describe the changes in their business environment that will require or mandate changes to the agency's current IT investments. These are requirements and mandates from external sources, such as other agencies or business partners, the agency's customer base, product and service providers, or new federal or state legislation or regulations. The agency must identify the business value of the change, any important deadlines that must be met, and the consequences if the deadlines are not met. In your discussion, be sure to note whether the proposed enhancements are funded or not. If the agency's existing current IT investments will not need enhancement due to requirements or mandates from external sources in the foreseeable future, the agency should enter the following text rather than leave the Factors Impacting the Current IT section blank

For each mandated change, summarize your agency's response from your Agency Strategic Plan, and is it the opinion of agency IT leadership that the IT portion of the response is adequately funded?

Do the mandated changes effect IT in other Commonwealth agencies, or in other states? If so, how?

Factors impacting technology at DGS include the following:

### EO 19

DGS has completed our transition to the QTS data center.

### EO COVID-19

The COVID-19 pandemic forced the majority of the agency workforce to conduct job functions remotely. At the same time, the technology demands at DGS/DCLS increased for new applications and hardware to respond to pandemic testing needs. We anticipate this need to be persistent and sustained for the long term.

### REMOTE CONNECTIVITY

DGS considers remote connectivity important, and looks to support users with multiple ways to connect to COV resources outside of the office. Citrix has proven to be a very unreliable and expensive remote connectivity service. DGS continues to investigate other options, including Virtual Desktop Infrastructure (VDI).

### Information Security Services

DGS manages information security internally. Evolving audit requirements, policies and standards are resulting in increased support demands for many staff throughout the agency.

### Aging Workforce

The ISS Workforce at DGS is aging with many approaching retirement. Over 25% of the full-time staff is over the age of 55.

### ITISP Performance

There continue to be frequent delays in delivery of services from all service partners under the ITISP umbrella. This impacts ISS deliverables, particularly in schedule, but also in quality and perceived value added. Due to this, setting customer expectations is challenging.

## Proposed IT Solutions

**In this section, describe the high-level strategy the agency will use to initiate new IT investments over the next year to 5 years in support of the agency strategic objectives documented in your Agency Strategic Plan. The agency does not need to consider specific technologies at this time, however, the strategy should identify how the IT implementation will provide business value to the organization. This section should align with identified Business Requirements for New Technology (BRnTs). At minimum, please address the following questions in your description of your agency's strategy for initiating new IT investments:**

**What are the most important solutions, based on the priority assigned to the requirements by the business sponsors in your agency, and what is the approach to achieving these priority solutions?**

**If any new IT initiatives will be started in the upcoming budget biennium, is it the opinion of agency IT leadership that it is adequately funded?**

**Does the agency's current IT staff have the appropriate skill set needed to support future agency technologies? If not, what skill sets need to be acquired?**

**If the agency will be engaged in multiple new IT initiatives, how will agency IT staff and agency subject matter experts be used across the initiatives?**

DGS has awarded a contract for continued use of the Commonwealth's enterprise-wide electronic procurement solution (eVA). This will provide new capabilities while converting the existing data. Implementation is anticipated in November 2022.

Implementation of Microsoft Dynamics test registration for group testing events.

Environmental Laboratory Information Management System (LIMS) to support laboratories within DCLS whose primary focus is environmental testing services. Environmental LIMS will implement quality control tracking and reporting of inventory and equipment used for environmental sample testing. This tracking will ensure compliance with the National Environmental Laboratory Accreditation Committee (NELAC) recommendations. It will also allow external customers to add tests from the drinking water catalog.

PeopleTools Upgrade from version 8.55 to 8.58 for PeopleSoft HCM system (Time & Labor) - This is required maintenance activity, as version 8.55 is out of support by Oracle and not compatible with planned Oracle Database upgrade to version 19C. It also will address known WebLogic security vulnerabilities.

PeopleTools Upgrade from version 8.56 to 8.58 for PeopleSoft Financials – This maintenance effort is necessary to keep both PeopleSoft production systems on equal tools versions and address known WebLogic security vulnerabilities.

DGS is participating in the revised and expanded Cardinal HCM project (formerly the Cardinal CIPPS replacement project), as an interface agency. The project requires modification of several interfaces between our existing DGS PeopleSoft systems and the new Cardinal HCM.

BITS Update/rewrite/replacement - DEB's BITS application is aging out. DEB is interested in assessing how best to modernize and/or replace the solution.

We will continue to expand upon the capabilities of our Payment Portal application. The planned enhancements include the option for check processing and potential new interfaces with agency applications. There also will be integration work to migrating existing applications, including the flag store and eVA, to PayPort 2.0.

The server room at DCLS will be upgraded to the Tier 3 standard as defined by the Uptime Institute in order to comply with SEC 501.

We continue to evaluate opportunities to move applications to SaaS solutions, consistent with EO 19.

Budget decision packages will be submitted to the Department of Planning and Budget for any agency defined

priorities or mandated projects, as needed.

# IT Strategic Plan Budget Tables

Agency:	194 Department of General Services (DGS)				
Date:	3/6/2023				
<b>Current IT Services</b>					
		<b>Costs Year 1</b>		<b>Costs Year 2</b>	
<b>Category</b>		<b>GF</b>	<b>NGF</b>	<b>GF</b>	<b>NGF</b>
<b>Projected Service Fees</b>		\$3,072,000.00	\$1,728,000.00		
<b>VITA Infrastructure Changes</b>					
<b>Estimated VITA Infrastructure</b>		\$3,072,000.00	\$1,728,000.00	\$0.00	\$0.00
<b>Specialized Infrastructure</b>					
<b>Agency IT Staff</b>		\$730,000.00	\$5,300,000.00		
<b>Non-agency IT Staff</b>			\$1,000,000.00		
<b>Cloud Computing Service</b>			\$200,000.00		
<b>Other Application Costs</b>		\$350,000.00	\$550,000.00		
<b>Total:</b>		\$4,152,000.00	\$8,778,000.00	\$0.00	\$0.00
<b>Proposed IT Investments</b>					
		<b>Costs Year 1</b>		<b>Costs Year 2</b>	
<b>Category</b>		<b>GF</b>	<b>NGF</b>	<b>GF</b>	<b>NGF</b>
<b>Major IT Projects:</b>		\$704,315.00	\$16,000,000.00		
<b>Non-Major IT Projects:</b>					
<b>Agency-Level IT Projects:</b>			\$400,000.00		
<b>Major Stand Alone IT Procurements:</b>					
<b>Non-Major Stand Alone IT Procurements:</b>			\$705,000.00		
<b>Agency-Level Stand Alone IT Procurements:</b>		\$100,000.00			
<b>Procurement Adjustment for Staffing:</b>					
<b>Total:</b>		\$804,315.00	\$17,105,000.00	\$0.00	\$0.00
<b>Projected Total IT Budget</b>					
		<b>Costs Year 1</b>		<b>Costs Year 2</b>	
<b>Category</b>		<b>GF</b>	<b>NGF</b>	<b>GF</b>	<b>NGF</b>
<b>Current IT Services:</b>		\$4,152,000.00	\$8,778,000.00	\$0.00	\$0.00
<b>Proposed IT Investments:</b>		\$804,315.00	\$17,105,000.00	\$0.00	\$0.00
<b>Total:</b>		\$4,956,315.00	\$25,883,000.00	\$0.00	\$0.00

**Grand Total**

\$30,839,315.00

# Business Requirements For Technology

<b>Agency:</b>	194 Department of General Services
<b>Date:</b>	3/6/2023
<b>BRET - DCLS Business Continuity Solution for Data</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/5/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
Re-architect the lab's data exchange environment by clustering and configuring servers for high availability, service redundancy, ease of failover, and 24/7 operation to support the reliable and secure exchange of electronic lab orders and results with partner agencies.	
<b>BRET - DCLS Data Exchange with Environmental Labs</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/5/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
Establish an electronic standards-based exchange with six national providers who administer proficiency test studies for contract environmental laboratories using Orion Rhapsody as the data integration engine/message broker and the Lab Certification LIMS.	
<b>BReT - DGS Payment Portal Enhancements</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/5/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
DGS has identified additional requirements for the payment portal such as the capability for check processing and potential interface with other applications such as federal surplus.	

**BReT DCLS Environmental Lab Upgrade**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/5/2021
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	Yes

**Description:**

The Division of Consolidate Laboratory Services (DCLS) is seeking a Laboratory Information Management System (LIMS) to support laboratories within the Division whose primary focus is in the field of environmental testing services. The ideal LIMS solution will be purpose built for management of all aspects of environmental testing following the rigorous requirements of the multiple accreditations held by DCLS. This will be an on premise solution as the system need to integrate with instruments at DCLS. Additionally system should be able to fail over and run at DCLS in the event of loss of WAN/data center connectivity.

**BRET DGS BITS Enhancements**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	12/30/2022
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes

**Description:**

This is for enhancements being made to the BITS system.

**BReT DGS COVA Trax maintenance renewal**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	4/7/2021
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	Yes

**Description:**

Trimble Inc. currently hosts and maintains COVA Trax under a competitively bid contract DGS-140902 -TRI awarded in December 2014. Ultimately, the system is successfully meeting the needs of the agency and Commonwealth, and with its role expanded well beyond its original scope, DGS is interested in pursuing a Sole Source request to allow Trimble to continue hosting and maintaining the solution after the original contract-end in December 2021. This assessment is necessary in that pursuit.

**BRET DGS LIMS Enhancements**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	12/30/2022
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
This is for ongoing minor enhancements to the DGS LIMS system	
<b>BRET DGS Payport Enhancements</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	12/30/2022
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
This encapsulates ongoing enhancements to the DGS Payment processing portal	
<b>BRET DGS PeopleSoft Enhancements</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	12/30/2022
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
This is for ongoing enhancements to the DGS PeopleSoft systems (Financials and HRMS)	
<b>BRET DGS PeopleTools Upgrade</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	12/29/2022
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
Perform PeopleTools upgrade for PeopleSoft Financials and HRMS	

**BRET DGS Website Enhancements**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	12/30/2022
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
This encapsulates small enhancements to the DGS Website	

**BReT Replacement of DGS-Managed Surveillance Sys**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/5/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
The DGS-managed surveillance system, TruVision Navigator, has certain components that are approaching end of reasonable life due to substantial technology changes in the industry. A study will need to take place to determine how best to approach the migration to and management of a new system.	

**BReT-Enterprise Electronic Procurement Solution 20**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/5/2021
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	
<b>Description:</b>	
This business requirement is to execute a new contract for eVA, the electronic procurement solution for the Commonwealth.	

**BRnT DGS Dynamic Test Registration Application**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	4/6/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	

Provide ability to support COVID19-testing, allow event-based testing, with the ability to collect resident registration information at the time of testing.

### BRNT DGS Ecommerce

**BRT Type:** Business Requirement for New Technology

**Date Submitted:** 3/5/2021

**Mandate:**

**Mission Critical:**

**Description:**

DGS is investigating several ecommerce opportunities for several business units (New Born Screening kits, water kits, surplus ... ) using the new content management system.

### DGS DCLS Tier 3 Server Room

**BRT Type:** Business Requirement for Existing Technology

**Date Submitted:** 5/5/2021

**Mandate:** Yes

**Mission Critical:**

**Description:**

consistent with SEC 501, any servers located outside of the COV data center must be housed in a facility that meets Tier 3 datacenter requirements as defined by the Uptime Institute. In order to maintain the existing LIMS DR solution DGS will complete the work to meet the SEC 501 requirement. This will require an RFS for Verizon to replace a switch with one that has dual power supplies, which we will submit.

# IT Strategic Plan Projects

<b>Agency:</b>	194 Department of General Services (DGS)
<b>Date:</b>	3/6/2023

## DCLS Environmental Lab Upgrade

Category 4 Project Initiation Approval

The Division of Consolidate Laboratory Services (DCLS) is seeking a Laboratory Information Management System (LIMS) to support laboratories within the Division whose primary focus is in the field of environmental testing services. The ideal LIMS solution will be purpose built for management of all aspects of environmental testing following the rigorous requirements of the multiple accreditations held by DCLS.

This solution will be hosted at the VITA data center. Additionally, in the event of failure of the WAN or centralized data center, the system must switch over to another installation.

DCLS has numerous mission critical requirements and cannot afford any downtime.

Project Start Date	3/15/2021	Project End Date	
<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Non-General Fund</b>
Project Cost	\$1,076,415.00		
Estimated first year of biennium:	\$0.00	\$0.00	\$0.00
Estimated second year of biennium:	\$0.00	\$0.00	\$0.00

## Project Related Procurements

DCLS Environmental Lab Upgrade Procurement

Enterprise Electronic Procurement Solution 2019

Category 1 Project Initiation Approval

Project will support the implementation resulting from the competitive procurement (RFP) of an Enterprise Electronic Procurement Solution. Current eVA contract ends 12/31/2021. Estimated Project Costs include DGS staff, IV&V, SEC525, ECOS, data transition and conversion, organizational change management and project management, RFP estimates, and a 10% contingency.

Project Start Date	2/3/2021	Project End Date	
<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Non-General Fund</b>
Project Cost	\$5,527,642.00		\$50,056,856.00
Estimated first year of biennium:	\$27,568,299.00	\$0.00	\$27,568,299.00
Estimated second year of biennium:	\$22,488,557.00	\$0.00	\$22,488,557.00

Project Related Procurements

PBA - Enterprise Electronic Procurement Solution 2

# IT Strategic Plan Procurements

<b>Agency:</b>	194 Department of General Services (DGS)
<b>Date:</b>	3/6/2023
<b>Stand Alone Procurements:</b>	
<b>Procurement Name:</b>	Surplus Property Auction Procurement
<b>Procurement Date</b>	12/31/2017
<b>Procurement Description:</b>	A surplus property auction service similar to GovDeals provides a means for the Office of Surplus Property Management to list surplus items for sale and for potential buyers to bid upon these items via an Internet-based auction system.