

## Report Title: Draft Appendix A 10- 12 Report

**Agency:** Department of Game and Inland Fisheries (DGIF) **Date:** 6/17/2010

There are no major projects for this agency.

<b>Non-Major Projects</b>			
<b>Customer Data Integration</b>			
<b>Appropriation Act/Funding Status</b>		<b>Project in Planning - Fully Funded NGF 100%</b>	
<p>The VA Department of Game and Inland Fisheries (DGIF) interacts with customers thousands of times each day. These interactions include sales of hunting and fishing licenses, boat registrations, event registrations, and many others. These interactions and transactions are handled by a number of custom software applications that have been developed over the past 10-15 years. Differences in the designs of the applications, different programming languages used, and different database structures have resulted in a fragmented set of data sources about customers.</p> <p>The Department needs to be able to consistently communicate with its customers as a single entity rather than through multiple product channels. In order to do this, information regarding the identity and the activities of the customer across all service channels must be integrated. The Commonwealth has recognized the need to move from a service centric delivery of services to a customer centric delivery of services. A customer that desires a hunting license should only need to know that DGIF sells the hunting license, not that the licensing section in DGIF sells the hunting license. Likewise, when a customer is purchasing a hunting license, DGIF should be able to know and assist the customer in renewing their boating registration that is about to expire or renewal their subscription to the Virginia Wildlife Magazine. In order to achieve this customer centric service delivery model, it is necessary to integrate all of this information to create a "single view of the customer". DGIF's recently complete data cleansing and aggregation project has set the stage for data integration across all service areas.</p> <p>Software tools for data integration are available for purchase; they will undoubtedly need to be customized to meet DGIF's needs.</p>			
Is this a proposed project or the continuation of an active project? (Proposed or Continuing)?			Proposed
Planned project start date:	6/30/2011	Planned project end date:	10/31/2012

<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Nongeneral Fund</b>	<b>Nongeneral Funding Source</b>
Project Cost (estimate at completion):	\$207,550	\$0	\$207,550	
Estimated project expenditures first year of biennium:	\$137,550	\$0	\$137,550	Non-general - State
Estimated project expenditures second year of biennium:	\$0	\$0	\$0	
<b>Funding Required:</b>				
<b>Total</b>	<b>General</b>	<b>Nongeneral</b>	<b>Nongeneral Funding Source</b>	
Funding required for first year of biennium:	\$137,550	\$0	\$137,550	Non-general - State
Funding required for second year of biennium	\$0	\$0	\$0	
<b>Service Area</b>				<b>Weight</b>
403 DGIF 59900 Administrative and Support Services				Primary
403 DGIF 51102 Wildlife Information and Education				Secondary
403 DGIF 51103 Enforcement of Recreational Hunting and Fishing Laws and Regulations				Secondary
403 DGIF 51106 Wildlife Management and Habitat Improvement				Secondary
403 DGIF 62501 Boat Registration and Titling				Secondary
403 DGIF 62502 Boating Safety Information and Education				Secondary
403 DGIF 62503 Enforcement of Boating Safety Laws and Regulations				Secondary
<b>Project Related Procurements</b>				
There are no procurements for this project				
Procurement Description:				
Planned Delivery Date:				
<b>Boat Registration and Titling System Re-Engineering</b>				
<b>Appropriation Act/Funding Status</b>			<b>Project in Planning - Fully Funded NGF 100%</b>	
<p>This project involves the business process analysis and planning for a new BRTS system that will function in a Service-Oriented Architecture (SOA). The as-is business process will be mapped and analyzed; user requirements will be collected; requirements analyzed and verified; and a solution assessed and validated. Some design work may be undertaken as part of this project. However, no development will take place. At the conclusion of the project, DGIF will have selected a solution.</p> <p>This solution will primarily benefit the Administrative Services business unit that process boat</p>				

registrations and boat titles. The benefits are: improved customer service, increased efficiency of business process; increased ease of use and reduced training costs for users; improved enforcement capabilities; and decreased cost of system maintenance.

This project is an integral part of DGIF's goal of improving customer service and increase efficiency through the use of Service-Oriented Architecture (SOA).

Is this a proposed project or the continuation of an active project? (Proposed or Continuing)?	Proposed
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Planned project start date:	7/1/2010	Planned project end date:	6/30/2011
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<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Nongeneral Fund</b>	<b>Nongeneral Funding Source</b>
Project Cost (estimate at completion):	\$137,500	\$0	\$137,500	
Estimated project expenditures first year of biennium:	\$0	\$0	\$0	
Estimated project expenditures second year of biennium:	\$0	\$0	\$0	

<b>Funding Required:</b>	<b>Total</b>	<b>General</b>	<b>Nongeneral</b>	
Funding required for first year of biennium:	\$0	\$0	\$0	
Funding required for second year of biennium:	\$0	\$0	\$0	

<b>Service Area</b>	<b>Weight</b>
403 DGIF 62501 Boat Registration and Titling	Primary

<b>Project Related Procurements</b>			
There are no procurements for this project			
Procurement Description:			
Planned Delivery Date:			

Report Title: Appendix A 10 - 12 Report

**Agency:** Department of Game and Inland Fisheries (DGIF)

**Date:** 6/23/2010

**Agency Head Approval:**

No

There are no major procurements for this agency.

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There are no non-major procurements for this agency.