

Agency IT Strategic Plan (Form) / **132 ELECT FY14-16 ITSP** (Item)

(Data as of: Mar 6, 2015)

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IT SUMMARY

General Information

Item Name:	132 ELECT FY14-16 ITSP	<i>Choose the CTP-prepared Agency ITSP item for the appropriate biennium</i>
Home Portfolio:	132 ELECT IT Strategic Plans	<i>Choose your Agency Portfolio for ITSP</i>
ITSP Biennium:	FY14-16	
Proponent Secretary:	180 Secretary of Administration	
Proponent Agency:	132 Department of Elections	
Submitted by:	Administrator, System	
Agency has BRTs or Investments:	Yes	
Has CETR been updated?	Yes	
Date Submitted:		
For additional CETR information, secure link address or CETR access request go to the following VITA website:		
http://www.vita.virginia.gov/oversight/default.aspx?id=349		

About the IT Summary

The purpose of the agency IT Strategic Plan is to establish an agency-wide vision and priorities for agency investments in IT and IT operations so that they promote the achievement of agency's mission and business outcomes. The IT Plan Summary describes how agency IT strategies, goals, and objectives align with the mission, vision, values, and daily operations identified in the Agency Strategic Plan. This IT Plan Summary identifies the implications outlined in the Agency Strategic Plan and integrates them into implementable objectives and directives.

Current Operational IT Investments

In this section, describe the high-level strategy the agency will use to manage existing operational IT investments over the next year to 6 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 6 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 Elections (ELECT) operates three primary applications, the statewide voter registration and election management system (VERIS), the electronic pollbook program (EPB) and the statewide campaign finance disclosure application (COMET). Additional applications support the operations of these primary applications and other administrative needs of the agency. Over the next six years, ELECT's focus will be on making significant improvements in the use of technology for election management with the primary goal of enabling the agency to more easily, cheaply and quickly modify its investments as needed to meet the requirements of new laws and court rulings.

Specifically, ELECT intends to invest in the continuous improvement of VERIS (including adding the use of GIS, a data warehouse and tying into the enterprise data management services offered by VITA), improved online voter registration processes through the Citizen Portal, improved election night results reporting, improved candidate processing and campaign finance disclosure processes, improved online ballot access for military and overseas voters, improved electronic pollbook software and hardware, replacing aging voting equipment and significantly improving the information security posture of the agency. Investments in the agency's server infrastructure for disaster recovery and maintaining up-to-date operating systems and database software will also be required.

Funding for most of the information technology investments is obtained through federal dollars at this time. It is anticipated that over the next three to four years, these funds will be exhausted and general funds will have to be allocated to cover all costs for technology in elections. Without proper funding, especially once the federal funding is exhausted, ELECT will not be able to continue to meet the growing demands of the citizens for access to election and candidate information.

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. Each requirement or mandate from an external source must have a corresponding Business Requirement for New Technology (BRnT) or Business Requirement for Existing Technology (BReT) entered into the CTP. 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?

Laws relating to elections are in a constant state of flux, thereby impacting the IT investments of this agency. Each year, approximately 10% of the proposed legislation introduced by the General Assembly impacts this agency. The agency is committed to ensuring that fiscal impact statements are as accurate as possible and include funding requirements for the ongoing operational needs to support the proposed legislative changes.

There is also a constant rhythm of lawsuits filed against the agency which have the potential to impact IT investments. Unfortunately, changes required due to lawsuits rarely include funding.

Finally, the dwindling federal funding sources for the agency are starting to impact current IT investment decisions. The agency is working to spend what resources are left very wisely to ensure that the Commonwealth is left with a modern election IT infrastructure that can be maintained at the lowest rate possible.

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 6 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?

The following proposed IT solutions are currently underway in varying stages.

Voter Registration and Election Management - The current maintenance contract for VERIS expires in February 2016. A sizeable effort is underway to document the current system and establish proper change control procedures for the system. In addition, enhancements to include the use of GIS, inclusion of the enterprise data management solution from VITA and the construction of a data warehouse are planned before the current maintenance contract expires. Decisions on how to continue maintaining VERIS will be made over the course of 2015 with a goal of developing a new support model that will enable the agency to more easily, cheaply and quickly modify VERIS as needed to meet the requirements of new laws and court rulings.

Electronic Pollbooks – Currently ELECT pays for a statewide license for the use of electronic pollbook software. The agency is currently developing its own software solution and anticipates testing the solution during the June 2015 Primaries. The new solution will be fully maintained by agency resources, enabling the agency to more easily, cheaply and quickly modify the solution as needed to meet the requirements of new laws and court rulings. In addition, funding to replacing the aging laptops used as electronic pollbooks has been proposed by the Governor for the upcoming biennium.

Voting Systems – The Governor has proposed funding for the upcoming biennium to consolidate all voting equipment in the Commonwealth to a single solution (currently there are approximately 12 different solutions in use). This solution will eliminate the use of touch screen voting systems, which were banned for purchase by the General Assembly in 2007.

Election Night Reporting – Repeated issues have been experienced by the agency over the years with the election night reporting solutions. A new solution is currently being developed, along with the procurement of significantly improved server capacity to ensure that election night reporting issues are no longer a concern for the Commonwealth.

Overseas Ballot Access – The agency is currently studying the legislation and corresponding technical solutions that will enable overseas military voters to access, mark and return their ballots in a secure manner. The agency currently provides a solution for all military and overseas voters and their dependents to access and mark their ballots online. Funding for this solution will need to be allocated once the study is completed and the 2016 General Assembly votes to enact the legislation.

Information Security – The agency is working to establish an information security program that is fully compliant with the requirements of the Commonwealth's Information Security Standards. Funding has not been directly allocated to this activity however and many of the services required for compliance are expensive and labor intensive.

Online Voter Registration – Improvements to the current online voter registration system are currently underway. The agency is working to make the process more user-friendly and is working to include absentee ballot application processing as well. The new solution will be fully maintained by agency resources, enabling the agency to more easily, cheaply and quickly modify the solution as needed to meet the requirements of new laws and court rulings.

Report Title: Strategic Plan

Agency: Department of Elections

Date: 3/6/2015

Current IT Services

Costs Year 1

Costs Year 2

Category	GF	NGF	GF	NGF
Projected Service Fees	\$226,949	\$892,206	\$232,622	\$914,511
VITA Infrastructure Changes	\$0	\$0	\$0	\$0
Estimated VITA Infrastructure	\$226,949	\$892,206	\$232,622	\$914,511
Specialized Infrastructure	\$0	\$0	\$0	\$0
Agency IT Staff	\$459,674	\$60,831	\$459,674	\$60,831
Non-agency IT Staff	\$257,755	\$1,750,274	\$257,755	\$1,750,274
Cloud Computing Service	\$0	\$0	\$0	\$0
Other Application Costs	\$0	\$0	\$0	\$0
Total	\$944,378	\$2,703,311	\$950,051	\$2,725,616

Proposed IT Investments

Costs Year 1

Costs Year 2

Category	GF	NGF	GF	NGF
Major IT Projects	\$0	\$0	\$0	\$0
Non-Major IT Projects	\$0	\$0	\$0	\$0
Agency-Level IT Projects	\$0	\$0	\$0	\$0
Major Stand Alone IT Procurements	\$0	\$0	\$0	\$0
Non-Major Stand Alone IT Procurements	\$0	\$0	\$0	\$0
Agency-Level Stand Alone IT Procurements	\$0	\$0	\$0	\$0
Total	\$0	\$0	\$0	\$0

Projected Total IT Budget

Costs Year 1

Costs Year 2

Category	GF	NGF	GF	NGF	Total Costs
Current IT Services	\$944,378	\$2,703,311	\$950,051	\$2,725,616	\$7,323,356
Proposed IT Investments	\$0	\$0	\$0	\$0	\$0
Total	\$0	\$0	\$0	\$0	\$7,323,356

Report Title: Business Requirements For Technology

Agency: Department of Elections (ELECT)

Date:3/6/2015

ELECT BReT - Campaign Finance Reporting System	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	1/26/2015
Mandate:	No
Mission Critical:	Yes
Description:	
ELECT is required to collect fundraising and expenditure information from all political campaigns and committees on a reporting schedule based on election dates. This information then must be promptly shared with the general public.	
ELECT uses the enterprise Microsoft Dynamics CRM solution as the back office solution with a web-based front end solution for use by the campaigns and committees.	

ELECT BReT - Citizen Portal	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	1/26/2015
Mandate:	No
Mission Critical:	Yes
Description:	
Online website that provides a means for voters to review and update their registration. In addition, the site provides a means for unregistered citizens to submit their voter registration form electronically.	

ELECT BReT - Election Night Reporting	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	1/26/2015
Mandate:	No

Mission Critical:	Yes
Description:	
ELECT gathers election results for each election from each of the 133 localities and posts the results on its website. In addition, results for past elections are also maintained online.	

ELECT BReT - Electronic Pollbooks Hardware	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	12/31/2014
Mandate:	No
Mission Critical:	Yes
Description:	
Pollbooks are lists of voters used at poll locations on election day for the purposes of identifying registered voters. Electronic pollbooks provide for more accurate lists and timely processing of voter credit post-election. When funding is made available, ELECT provides financial assistance to localities in obtaining laptops for use as electronic pollbooks.	

ELECT BReT - Electronic Pollbooks Software	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/26/2014
Mandate:	No
Mission Critical:	Yes
Description:	
Pollbooks are lists of voters used at poll locations on election day for the purposes of identifying registered voters. Electronic pollbooks provide for more accurate lists and timely processing of voter credit post-election. ELECT maintains a statewide license for the use of a vendor provided electronic pollbook software package for use by the localities.	
ELECT is currently developing its own software solution and anticipates testing the solution during the June 2015 Primaries. The new solution will be fully maintained by agency resources, enabling the agency to more easily, cheaply and quickly modify the solution as needed to meet the requirements of new laws and court rulings.	

ELECT BReT - Enterprise Data Management Connectivity	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	1/26/2015
Mandate:	No
Mission Critical:	No
Description:	
Convert ELECT's current regular data feeds from DMV and VDH over to the EDM service offered by VITA. In addition, determine what other data sets available through EDM may be beneficial for ELECT's use.	

ELECT BReT - Information Security	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	12/31/2014
Mandate:	No
Mission Critical:	Yes
Description:	
Establish a fully compliant information security program for ELECT.	

ELECT BReT - Military and Overseas Online Ballot Delivery and Return	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	1/26/2015
Mandate:	No
Mission Critical:	No
Description:	
Federal and state law require the electronic delivery of unmarked ballots to self-identified military and overseas voters and their dependents 45 days prior to an election. ELECT has deployed an online ballot delivery tool to assist the localities in meeting this requirement.	
In 2014, SB11 was passed by the General Assembly. This bill requires an enactment vote in 2016 along with the completion of recommendations by a workgroup for the secure electronic return of marked ballots by uniformed overseas personal.	

ELECT BReT - Voter Registration and Election Management	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	12/31/2014
Mandate:	Yes
Mission Critical:	Yes
Description:	
ELECT is required to maintain a statewide voter registration system on behalf of the localities. The system is continuously being improved, with planned updates to include data warehousing and GIS capabilities.	

ELECT BReT - Voting Systems Replacement	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	1/26/2015
Mandate:	Yes
Mission Critical:	No
Description:	
Current voting systems used throughout the state have reached their end-of-life or are close to doing so. Significant complications due to faulty equipment are expected if the equipment is not replaced.	
Plans currently being discussed will have ELECT procure new voting systems on behalf of localities and/or reimburse localities for the procurement of certified systems.	

Report Title: Appendix A 14 - 16 Report

Agency: Department of Elections (ELECT)

Date: 3/6/2015

Agency Head Approval:

No

There are no Category 1, 2, or 3 IT Projects and no Budget Category: Major IT Projects for this agency.

There are no Category 4 IT Projects for this agency.

Report Title: Appendix A 14 - 16 Report

Agency: Department of Elections (ELECT)

Date: 3/6/2015

Agency Head Approval:

No

There are no major procurements for this agency.

There are no non-major procurements for this agency.