

**Agency IT Strategic Plan** (Form) / **350 DSBSD FY14-16 ITSP** (Item) / **Today**

(Data as of: Feb 27, 2015)

Form Report, printed by: Truman, Cheryl, **Feb 27, 2015**

**IT SUMMARY**

<b>General Information</b>		
<b>Item Name:</b>	350 DSBSD FY14-16 ITSP	<i>Choose the CTP-prepared Agency ITSP item for the appropriate biennium</i>
<b>Home Portfolio:</b>	350 DSBSD IT Strategic Plans	<i>Choose your Agency Portfolio for ITSP</i>
<b>ITSP Biennium:</b>	FY14-16	
<b>Proponent Secretary:</b>	192 Secretary of Commerce and Trade	
<b>Proponent Agency:</b>	350 Department of Small Business and Supplier Diversity	
<b>Submitted by:</b>	Administrator, System	
<b>Agency has BRTs or Investments:</b>	Yes	
<b>Has CETR been updated?</b>	Yes	
<b>Date Submitted:</b>		
<b>For additional CETR information, secure link address or CETR access request go to the following VITA website:</b>		
<b><a href="http://www.vita.virginia.gov/oversight/default.aspx?id=349">http://www.vita.virginia.gov/oversight/default.aspx?id=349</a></b>		

**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?*

**Mission:**  
 To certify SWaM and Disadvantaged Business Enterprises to participate in Commonwealth procurements.  
 Provide services for small and micro-businesses i.e. small loans to help small businesses prosper.  
**IT Operating Environment:**  
 All DSBSD IT projects are significantly under \$250,000, either by total project cost or by outright purchase.  
 DSBSD operates as a typical 'small office'. Our IT needs are modest. We have three back-office databases, a public facing agency website (with a DB-driven 'dashboard'), and one public-facing database driven website:

\*SWAM/DBE DB: Large-volume storage of scanned applications and a simple back-office database to manage them.

\*MicroLoan management DB: Small Back-Office DB to manage a low-volume loan program.

\*L.A.Pro: loan management access database used by VSBFA to manage equity-assistance loans.

\*Agency Website: Currently Static but eventually will need to be DB/CMS driven.

\*SWAM 'Dashboard': small DB for updating public on SWAM procurement status of other agencies.

\*Business One Stop Website: public-facing 'business formation engine' intended to simplify multiple filings for new businesses including credit card clearing, and HTTP Post handoffs to other websites.

At this time, the agency is not seeking any additional funding for any of these programs.

### 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?*

Our agency formed as a new agency from the merger of 2 other agencies. (DMBE and DBA). Therefore, due to the merger, there will be some technology changes.

\*Integrate our websites

\*Integrate phone systems.

\*Relocate our offices to the Monroe Building.

\*Redevelopment of the certification database and is temporarily hosted at CESC.

\*Executive Order 20 establishing microbusiness for the commonwealth, effects all current applications.

\*Maintain Commonwealth security standards.

\*Upgrade Internet Explorer to IE10 for database compatibility-agency level procurement

Each factor identified above will have various updates and changes that are foreseeable in the next 6 years. DSBSD, at this time, is not requesting monies for the initiatives listed above.

### 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?*

We will continue to renew applications and upgrade systems in our current operational environment.

DSBSD is proposing the following IT investments:

\*Integrate our websites

\*Integrate phone systems

\* Upgrade Internet Explorer to IE10 for database compatibility-agency level procurement.

\*Relocate our offices to the Monroe Building.

\*Redevelopment of the certification database is temporarily hosted at CESC.

\*Executive Order 20 establishing microbusiness for the commonwealth, effects all current applications.

\*Maintain Commonwealth security standards.

DSBSD is adequately funded to support the IT initiatives.

We will contract with IT vendors to support Business One-Stop.

We will contract with IT vendors to support the development of a new dashboard.

Our IT staff and contractors continue to work on SBSD's vendor database.

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# Report Title: Strategic Plan

Agency:

Department of Small Business and Supplier Diversity

Date:

2/27/2015

## Current IT Services

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Projected Service Fees	\$240,000	\$0	\$240,000	\$0
VITA Infrastructure Changes	\$0	\$0	\$0	\$0
Estimated VITA Infrastructure	\$240,000	\$0	\$240,000	\$0
Specialized Infrastructure	\$0	\$0	\$0	\$0
Agency IT Staff	\$160,000	\$0	\$160,000	\$0
Non-agency IT Staff	\$0	\$0	\$0	\$0
Cloud Computing Service	\$0	\$0	\$0	\$0
Other Application Costs	\$150,000	\$0	\$150,000	\$0
<b>Total</b>	<b>\$550,000</b>	<b>\$0</b>	<b>\$550,000</b>	<b>\$0</b>

## Proposed IT Investments

Category	Costs Year 1		Costs Year 2	
	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	\$20,000	\$0	\$20,000	\$0
<b>Total</b>	<b>\$20,000</b>	<b>\$0</b>	<b>\$20,000</b>	<b>\$0</b>

## Projected Total IT Budget

Category	Costs Year 1		Costs Year 2		Total Costs
	GF	NGF	GF	NGF	
Current IT Services	\$550,000	\$0	\$550,000	\$0	\$1,100,000
Proposed IT Investments	\$20,000	\$0	\$20,000	\$0	\$40,000
	\$570,000	\$0	\$570,000	\$0	\$1,140,000

<b>Report Title: Business Requirements For Technology</b>	
<b>Agency:</b>	Department of Small Business and Supplier Diversity
<b>Date:</b>	3/9/2015
<b>350 DSBSD FY14-16 ITSP</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	11/11/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
Moving from Internet Explorer 8 to Internet Explorer 10 poses a problem for our database. It is not compatible. Changes to the SWaM database are required.	
<b>BReT - IE10</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	9/24/2014
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
Upgrade IE8 to IE10.	
<b>Certification Database BRET</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	11/10/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	
<b>Description:</b>	
Certification Database BReT	
<b>Commonwealth Risk Compliance BReT</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	
<b>Description:</b>	
Mitigation plan for risk	
<b>DSBSD Relocation BRET</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	11/10/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
DSBSD Relocation to the Monroe Tower	
<b>Integrated Website BRNT</b>	

**BRT**


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<b>Micro Businesses BRNT</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	11/10/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
Integrating Micro Businesses into DSBSD database	
<b>New Phone System BRNT</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	11/10/2014
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
New Phone System	
<b>Phone System BRNT</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	11/10/2014
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
Phone System	
<b>Security Compliance BRET</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	2/24/2015
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	
<b>Description:</b>	
Mitigation plan for security compliance.	

Report Title: Appendix A 14 - 16 Report

**Agency:** Department of Small Business and Supplier  
Diversity

**Date:** 2/27/2015

**Agency Head Approval:**

No

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

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There are no Category 4 IT Projects for this agency.

Report Title: Appendix A 14 - 16 Report

**Agency:** Department of Small Business and Supplier  
Diversity

**Date:** 2/27/2015

**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.