

**Agency IT Strategic Plan** (Form) / **506 MVDB FY14-16 ITSP** (Item)

(Data as of: Apr 28, 2015)

Form Report, printed by: Truman, Cheryl, **Apr 28, 2015**

**IT SUMMARY**

<b>General Information</b>		
<b>Item Name:</b>	506 MVDB FY14-16 ITSP	<i>Choose the CTP-prepared Agency ITSP item for the appropriate biennium</i>
<b>Home Portfolio:</b>	506 MVDB IT Strategic Plans	<i>Choose your Agency Portfolio for ITSP</i>
<b>ITSP Biennium:</b>	FY14-16	
<b>Proponent Secretary:</b>	186 Secretary of Transportation	
<b>Proponent Agency:</b>	506 Motor Vehicle Dealer Board	
<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?*

1. The Horizon IT initiative has been progressing since the fall of 2013. We have systematically segmented the work into a series of modules which closely resembles an agile development approach. This allows modules or business requirements to be "pushed out" to users frequently rather than having users waiting for this project to be completed in it entirely (scheduled for late 2014). This agile project approach keeps users focused on shorter timescales while meeting productive returns for users. Horizon's core objective is a modernization effort to integrate and streamline our existing internal applications outlined later in this section and develop a stable approach to database design and business rules. The primary function of Horizon is to manage Dealer and Salesperson licensing data resulting from transactional data initiated and integrated from the DMV mainframe.

- The objectives or necessities to undertake the Horizon Project was based on two primary factors.
- Prior to the development of Horizon in 2013 our internal applications had two redundant concurrent SQL databases that each have similar tables and updated processes. Horizon's initial development work focused on the consolidation of these databases and streamlined data management and automated tasks of which a stable schema developed. From a software maintenance perspective this also incorporated Microsoft standard source code control and security enhancements which are aligned with Enterprise data management standards.
- New technologies (JAVA, MVC, Web development software) and operating systems have led to Horizon developed as a web based design.

Web based design will enable easier upgrades and deployments and for system maintenance and upgrades when applicable.

### 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 Windows 3 servers transformed into a VM server and SANS backup environment coordinated through VITA/NG Partnership  
Migration Windows 7  
Updated SQL Server 2003 to SQL 2012

### 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?

#### Enhancements and Improvements to IT infrastructure

The second criteria part of the Horizon initiative were to utilize current IT infrastructure offerings for more effective storage and server management at the VITA/NG CESC (Commonwealth Enterprise Security Center) in Chesterfield County. Hence in the fall of 2013 as part of the Horizon project scope Virtual Servers and E bars storage solutions provided a new environment that was initiated to off board physical servers at MVDB This part of the project was coordinated though various VITA/NG representatives including our CAM and AOM. Having a VM and storage environment managed at CESC complies with many of the SEC 501 and Sec 502 Enterprise mandates for the Commonwealth. In additional our applications use the latest security server patch deployments and maintenance processes as well as keeping servers in a secure facility. For a small agency this made sense from an operational business perspective.

As previously stated earlier the primary objective of Horizon is to decommission 3 core internal agency applications due to outdated and supported software as follows: On Board, Dealer Net and Dealer Web

Onboard- end of life cycle July 2014 with the Phase 1 rollout of Horizon

• Phase 1 development cycle 7/2014 Onboard – primary functions view Dealer and Salesperson data, as well as tracking licensing process, business hours , and dealer and salesperson history data- this system also tracks other dealer profile information such as specific license alerts

o These functions are scheduled to be rolled out in early July 2014 for Richmond staff. After beta testing complete this system will

• Dealer Net- has 2 primary functions one which will be the Phase 2 of the Horizon rollout early August 2014 and the other portion of Dealer Net (scanned document project was implemented in December 2013). The primary focus of this approach was to modernize this system from a window application to a web based application.

• Phase 2 of Horizon currently part of Dealer Net is a repository/tracking automated system where we record Consumer and Advertising Violations that directly pertain to Dealers across the Commonwealth. This tracking system allows our Consumer and Advertising Analysts to see any uptick in Dealer trends of Consumers being defrauded or suspicious activity when then can trigger a field inspection from our internal system Dealer Web address later. Step 2 (Consumer and Advertising module) is the next phase to be integrated into Horizon start date late August 2014 completion date.

• Dealer Web – Dealer Web is a standalone field inspection system that our 11 field representatives and Richmond Staff utilize to manage the inspection process for our 3500+ dealers across the Commonwealth. This system integration will be Phase 3 of Horizon set for an initial roll-out in Late 2014. This workflow, tracking system manages inspection reports and integrates with our scanning documents. Essentially this system as it stands now is a mobile application whereby 11 field representatives can work from their home offices (VPN) and tele work throughout the state. Each dealership is managed by this system and has a designated field representative assigned by district/jurisdiction of which field inspections of dealership record any findings including code violations. The inspections reports are based on code under our purview. The inspection serves as an educational tool for dealers that my require remediation and review of dealer a salesperson practices. There are several different types of inspections however an Initial (opening Inspection) has a baseline target completion date of 30 day s to put the business to work. Other types of inspections included random, and closing. Inspections are initialed and approved at Richmond, 12 Field reps receive these assignment via Smartphone. This enables mobility and better time management if they can respond given many

of the field reps areas span over many miles across the state. These folks are truly mobile workers equipped with VPN, portable tables, and home offices. Much of their time and interaction is via conference call and email. Essentially modifications integrated into Horizon (Phase 3) will streamline workflow between the field and the Richmond staff. Horizon will eventually replace all our internal applications in a single integrated application for users in Richmond and the Field for dealer salesperson processing tracking and research inspection tool. It is realized this initiatives life cycle will continue to integrated into DMV data integration will enable

#### 1. Smart Search Initiative – Document management System (scanning and retrieve of documents)

Start Date March 2013

Software Install and Implementation completed Dec 2013

Network and Broadband issues completed May 2014 with pending contractual pricing to be resolved

Smart Search replaced our outdated scanning system Dealer .NET. Implementation completed December 2013

Background:

Our agency has been scanning and retrieving documents since 2005. In 2011 with the help of Library of Virginia we created and obtained approval that our electronic documents stored in this format is the official document of record and therefore have approved records management schedules for systematically purging records based on document type and date. This was also approved by the Motor Vehicle Dealer Board in 2011.

Currently we have approximately 650,000 scanned images in electronic format stored at CESC.

Smart Search is a system that was completed in Dec 2013 (initiated by a work requested March 2013)

Overview:

Smart Search is a powerful scanning and retrieval system that allows all users to access documents for research purposes. It allows users to quickly access documents based on dealer files, document type, scan date and global search capability. Work can be scanned directly from their desktop and "drop and drag" into the designated Smart Search folder.

As stated, Smart Search was a system that replaced Dealer Net. Dealer Net needed to be replaced because it was no longer compatible with the Windows XP as well as outdated unsupported Crystal Report software. Dealer Net like Smart Search was a scanning and retrieval system that allowed our agency to retrieve documents for research and processing. Smart Search however is much more powerful and has many tools to allow us to work more efficiently.

Smart Search was accomplished in three distinct modules or work segments as follows: software installation and data migration from Dealer Net (physical server) to the VM. The data migration process is essentially migrating and transforming approximately 650, 0000 tif documents into printable and retrieval pdf files. This process was a joint effort between the agency and our Smart Search system integrators.

Additional integration from our Smart Search software specialist allowed work flows to be developed to accommodate a variety of documents by document type which would then connect to the SQL database in order to retrieve these documents. For example license renewal document type (form DSD-10) could be scanned and indexed by the dealership number and the system would seamlessly drop this file into the folder for retrieval purposes. Aside from the research and extraction capabilities documents can be easily emailed to other users and compiled for a variety of research and administrative hearing projects as needed. Data can also be captured and retrieved in a variety of stored

Essentially Smart Search is a Document management system where many types are stored, retrieved, retained, and retrieved when needed. It is based on a simple client-server configuration and managed by designated VMs- one VM for the scanned (stored documents) and the other VM house the internal operating system both of which are maintained at the CESC facility. Even prior to the implementation of through records management approved scheduled documents are purged based on approved Library of Virginia retention timeframes. The biggest challenge of the implementation systems was the proper network configurations particularly in accessing the client server configuration. To explain further the client at Richmond and the VM servers in CESC proved to be poor network connectivity and performance. After many weeks of network and bandwidth analysis from our vendor integration and network integrator form our team COMCAST was a viable solution for quicker dedicated processing including indexing and through the help and diligence at senior levels the agency was able to have a dedicated Broadband connection to perform this mission critical function without impeding on other operations. Thanks also to the Secretary's office efforts as well.

#### 2. Web Site [www.mvdb.virginia.gov](http://www.mvdb.virginia.gov)

Web site hosted by Site Vision (approved VITA hosting serve

- One of the unique functions of our web site which integrated our SQL database is a daily dealer lookup of current dealerships and salesperson thought-out the Commonwealth. This is not only useful to consumers who may want to know where dealerships are in there particular area. But is assists dealers and auctions to ensure valid currently licensed dealers and salesperson can engaged in business.
- We also have a subscribe newsletter Dealer Talk that over 1000+ subscribers have access to constant contact that keeps folks informed via email.

#### 1. Streaming Board Meetings

- Another feature to on our web site and DMV's with their assistance from DMV is bi-monthly televised web board meetings which are held at DMV Headquarters Room 702 Richmond.

# Report Title: Strategic Plan

Agency: Motor Vehicle Dealer Board Date: 4/28/2015

## Current IT Services

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Projected Service Fees	\$0	\$138,213	\$0	\$141,668
VITA Infrastructure Changes	\$0	\$0	\$0	\$0
Estimated VITA Infrastructure	\$0	\$138,213	\$0	\$141,668
Specialized Infrastructure	\$0	\$0	\$0	\$0
Agency IT Staff	\$0	\$70,000	\$0	\$70,000
Non-agency IT Staff	\$0	\$0	\$0	\$0
Cloud Computing Service	\$0	\$0	\$0	\$0
Other Application Costs	\$0	\$5,000	\$0	\$5,000
<b>Total</b>	<b>\$0</b>	<b>\$213,213</b>	<b>\$0</b>	<b>\$216,668</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	\$0	\$0	\$0	\$0
<b>Total</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

**Projected Total IT Budget**

**Costs Year 1      Costs Year 2**

<b>Category</b>	<b>GF</b>	<b>NGF</b>	<b>GF</b>	<b>NGF</b>	<b>Total Costs</b>
<b>Current IT Services</b>	\$0	\$213,213	\$0	\$216,668	\$429,881
<b>Proposed IT Investments</b>	\$0	\$0	\$0	\$0	\$0
<b>Total</b>	\$0	\$213,213	\$0	\$216,668	\$429,881

# Report Title: Business Requirements For Technology

Agency: Motor Vehicle Dealer Board (MVDB)

Date: 4/28/2015

## BReT Commonwealth Security Compliance

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

**Date Submitted:** 2/13/2015

**Mandate:** Yes

**Mission Critical:**

### Description:

Agency working with Commonwealth for Compliance.

## Horizon

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

**Date Submitted:** 4/22/2015

**Mandate:** No

**Mission Critical:** Yes

### Description:

replaces OnBoard - application used for license salespersons and dealers

## Smart Search

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

**Date Submitted:** 4/22/2015

**Mandate:** No

**Mission Critical:** No

### Description:

Houses our scanned documents for retrieval purposes

Report Title: Appendix A  
14 - 16 Report

**Agency:** Motor    **Date:** 4/28/2015  
Vehicle  
Dealer  
Board  
(MVDB)

**Agency Head**    No

**Approval:**

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:** Motor Vehicle Dealer Board (MVDB)

**Date:** 4/28/2015

**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.