

**Agency IT Strategic Plan** (Form) / **765 DSS FY14-16 ITSP** (Item)

(Data as of: May 4, 2015)

Form Report, printed by: Truman, Cheryl, **May 4, 2015****IT SUMMARY**

<b>General Information</b>		
<b>Item Name:</b>	765 DSS FY14-16 ITSP	<i>Choose the CTP-prepared Agency ITSP item for the appropriate biennium</i>
<b>Home Portfolio:</b>	765 DSS IT Strategic Plans	<i>Choose your Agency Portfolio for ITSP</i>
<b>ITSP Biennium:</b>	FY14-16	
<b>Proponent Secretary:</b>	188 Secretary of Health & Human Resources	
<b>Proponent Agency:</b>	765 Department of Social Services	
<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?*

VDSS continues to work on the Eligibility System Modernization (ESM) effort which is a major effort to modernize our overall IT service delivery model for our Benefit Programs. Beyond this major IT project we have several IT projects in support of infrastructure upgrades (Primepower replacement) as well as new business automation effort (ex: CRS Phase II). VDSS is also in the early staging of a re-compete for the SNAP-EBT (Electronic Benefit Transfer) process. The completion of the ESM project will allow us to remove dependency of the UNISYS Mainframe platform. While some inquiry capabilities are still needed for QC and overall case management needs this capability is scheduled to be provided using the BIS on LINUX servers. It should be noted that funding has been requested to be able to sustain the increased UNISYS and IBM CPU charges due to increased rates approved effective July 1, 2014. . Two IT efforts are in the planning stages and might rise to the overall VITA oversight level of an IT project. VDSS and specifically the Licensing division will set forth a modification to the current contract for the Dolphin system which is in use for its Licensing inspectors. Some modifications will be requested to be provided by the vendor to enhance the use of the system. Secondly, our Child Support Enforcement division will be making a determination on how to enhance and modernize its APECS system and specifically the batch processing. VDSS is working towards removal of legacy development tools such as COBOL and this effort will help reduce that dependency. The RMS application is one of the agency applications that will be replaced by a software as a service (SAAS) solution.

## 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?*

The Eligibility System Modernization (ESM) projects (Conversion and Migration) will introduce many different service delivery models with more potential customers applying on line for our services, capturing information in digital form and scanning information that is provided in non digital form, call center capabilities etc. Note that since the ESM project is well underway no specific BRT was created.

## 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?*

VDSS uses the basic ITIM frame work to capture new technology needs for both existing as well and new business processes. Our workflow driven service request (SR) tracking tool (build using SharePoint) provides overall business priorities, director sign offs, estimated costs etc. The VDSS Investment Board decision brief process is in place in the event that internal resources are not adequately skilled or the funding is not available for a specific request. The overall IT strategic process is further guided by an internal VDSS IT Council from the respective IT groups within the agency as well as a change management process to ensure the best possible IT implementation activities.

# Report Title: Strategic Plan

Agency: Department of Social Services

Date: 5/4/2015

## Current IT Services

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Projected Service Fees	\$21,007,591	\$35,140,269	\$21,532,781	\$36,018,776
VITA Infrastructure Changes	\$4,624,070	\$4,624,070	\$4,739,671	\$4,739,671
Estimated VITA Infrastructure	\$25,631,661	\$39,764,339	\$26,272,452	\$40,758,447
Specialized Infrastructure	\$0	\$0	\$0	\$0
Agency IT Staff	\$9,860,000	\$9,860,000	\$9,860,000	\$9,860,000
Non-agency IT Staff	\$1,649,268	\$1,649,268	\$0	\$0
Cloud Computing Service	\$520,000	\$780,000	\$520,000	\$780,000
Other Application Costs	\$0	\$0	\$0	\$0
<b>Total</b>	<b>\$37,660,929</b>	<b>\$52,053,607</b>	<b>\$36,652,452</b>	<b>\$51,398,447</b>

## Proposed IT Investments

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Major IT Projects	\$7,721,974	\$55,684,860	\$8,287,084	\$24,076,931
Non-Major IT Projects	\$0	\$0	\$0	\$0
Agency-Level IT Projects	\$0	\$0	\$0	\$0
Major Stand Alone IT Procurements	\$2,525,912	\$3,607,080	\$417,797	\$707,797
Non-Major Stand Alone IT Procurements	\$173,115	\$697,292	\$100,983	\$262,760
Agency-Level Stand Alone IT Procurements	\$0	\$0	\$0	\$0
<b>Total</b>	<b>\$10,321,384</b>	<b>\$59,092,681</b>	<b>\$8,805,865</b>	<b>\$25,047,489</b>

## Projected Total IT Budget

Category	Costs Year 1		Costs Year 2		Total Costs
	GF	NGF	GF	NGF	
Current IT Services	\$37,660,929	\$52,053,607	\$36,652,452	\$51,398,447	\$177,765,437
Proposed IT	\$10,321,384	\$59,092,681	\$8,805,865	\$25,047,489	\$103,267,419

<b>Investments</b>					
<b>Total</b>	\$47,982,313	\$111,146,288	\$45,458,318	\$76,445,937	\$281,032,857

# Report Title: Business Requirements For Technology

Agency: Department of Social Services (DSS)

Date:5/4/2015

## (BReT) APECS Batch Modernization

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

**Date Submitted:** 9/15/2014

**Mandate:** No

**Mission Critical:** Yes

### Description:

Modernize and update existing APECS Batch processing to take advantage of object oriented / server technologies and processes. Reduce costs of Mainframe operations. This move will include converting Batch COBOL into C# server-oriented code and a conversion of the IBM DB2 Database into an ORACLE database.

## (BReT) Central Registry System Phase 2

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

**Date Submitted:** 9/17/2014

**Mandate:** Yes

**Mission Critical:** Yes

### Description:

Business Requirements  
CRS " Phase 2 will include: Expanded financial functionality; an automated system for search, research and match (based on the completed requirements in Phase 1); notifications; administration; archive; purge; queries; additional reports; log-out (close request) process;  
a. Improved Service Delivery:  
b. More services delivered electronically:  
c. More effective public communication:  
d. More effective, automated communication processes to include automated letter generation.

Project Technology Requirements  
CRS Phase 2 software deliverables will be integrated into the Technology Environment used by CRS Phase 1:  
a. Application developed in JEE "Java Server Faces (JSF2)  
b. Application Server is WebSphere 7.0 (Upgrading to WebSphere 8.5.5)  
c. Oracle Database 11g Enterprise Edition Release 11.2.0.2.0 - 64bit Oracle RAC 2 node  
d. The Operating systems on the servers is Linux RedHat 6.X

## (BReT) DOLPHIN Maintenance Contract 2014

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

<b>Submitted:</b>	7/8/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
<p>VERSA Regulation (VR) is a web-based database which is a comprehensive, integrated package designed to administer the licensing process for individuals and organizations in compliance with regulatory rules and laws. VERSA Mobile (VM) is used to collect data and produce violation reports during field inspections. Both components are used by the Division of Licensing Programs (DOLP) inspection staff as they perform their duties inspecting and licensing adult and child care facilities as well as serving the administrative and management needs of the central and regional staff. Both applications are customized to meet DOLP business practices and needs.</p>	
<b>(BReT) EBT Processing and Financial Services for SNAP (Supplemental Nutrition Assistance Program) 2014</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	9/2/2014
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
<p>Electronic Benefit Transfer (EBT) services for SNAP recipients which are authorized through the VDSS Eligibility Determination System (ADAPT/VaCMS).</p>	
<b>(BReT) Family Services Service Plan</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	5/1/2015
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
<p>The Department of Social Services (DSS) Division of Family Service (DFS) uses the Online Automated Services Information System (OASIS) application to provide all local DSS and home office DSS information related to child protective services, foster care, prevention, and adoption cases/clients. OASIS is the current statewide automated legacy system used by social workers for Virginia's services for Child Protective Service (CPS), Foster Care, and Adoptions. It is a Power Builder/Oracle based legacy case management application maintained by DSS. The Family Services Service project will enhance assessments and service plans in OASIS. This project will enhance OASIS with modifications required to fulfill a critical piece of the federally mandated Program Improvement Plan (PIP) for Foster Care and CPS assessments and review processes used to create a service plan. Federal funding, such as Title IV-E, and state funding (CSA) is administered through local departments of Social Services by eligibility workers and social workers, utilizing benefits and service information systems for Family Services programs such as Prevention, CPS, Foster</p>	

Care, and Adoption Assistance cases, which currently is a largely manual process. This project is preparatory to automate the Title IV-E eligibility determination and service reimbursement ability within the maintenance system and to streamline and automate the current manual process. Relevant systems to interface include OASIS, Thomas Brothers, Harmony, and other LDSS payment systems.

#### **(BReT) PrimePower Replacement**

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

**Date Submitted:** 9/29/2014

**Mandate:** No

**Mission Critical:** Yes

#### **Description:**

All applications on Solaris Operating System Environment (OSE) are to be moved to a LINUX environment, replace all Surya servers from the Fujitsu to new platforms.

#### **(BRnT) MS Server 2003 Replacement**

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

**Date Submitted:** 1/7/2015

**Mandate:** No

**Mission Critical:** No

#### **Description:**

Vendor support for MS Server 2003 operating system will end July, 2015

#### **(BRnT) Random Moment Sampling (RMS)**

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

**Date Submitted:** 2/6/2015

**Mandate:** No

**Mission Critical:** Yes

#### **Description:**

Random Moment Sampling (RMS) services to replace current MAPPER technology on the Unisys platform.

**Report Title: Appendix A 14 - 16 Report**

**Agency:** Department of Social Services (DSS)

**Date:** 5/4/2015

**Agency Head Approval:**

No

**Budget Category: Major Projects**

**EDSP - Eligibility Modernization - Program Migration Project**

**Oversight and Governance Category: Category 1: High/High**

**Appropriation Act/Funding Status**

**Project Initiation Approval -**

The modernization and migration consists of MAPPER UNISYS system replacement for the ADAPT application and the Energy Assistance Program application. ADAPT is the current eligibility determination and case management system for SNAP, TANF, Employment Service. The Eligibility Modernization Program Migration Project will convert the cases that contain the programs in ADAPT and the Energy system into VaCMS along with accepting new applications for these programs via online (Customer Portal) and paper (manual data entry) processes. This project also involves the external rules engine (iLOG). All program rules will be incorporated into iLOG with the outcome of eligibility determination, authorization, and case management within this single case management solution.

The EDSP Eligibility Modernization Program Migration Project anticipates minor changes to Customer Portal to accommodate VaCMS changes. All interfaces currently being performed by the legacy systems are included and must be performed by the single case management system. Work efforts will be performed to sunset the ADAPT and Energy legacy systems as all programs are converted to VaCMS. Leveraging the current web-based technology provided in the VaCMS solution and/or the technology in the Customer Portal will allow VDSS to work towards each state and local DSS employee having a single sign-on to access other VDSS systems. VDSS anticipates using a single authentication tool to allow users to sign into the VDSS "system" one time. VDSS has also researched other vendor solutions to resolve the challenge of having many different "terminal emulation" based legacy type applications.

With single sign-on, workers will have improved capabilities for accessing various VDSS systems required to support benefit (Public Assistance) and service delivery.

A state-wide document management and imaging solution is another deliverable of this project.

Throughout the Virginia Social Service Systems (VSSS), vast amounts

Planned project start date:	3/18/2013	Planned project end date:	7/30/2016
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PPEA Involvement:	No
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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):	\$119,962,312			
Estimated project expenditures first year of biennium:	\$63,406,834	\$7,721,974	\$55,684,860	
Estimated project expenditures second year of biennium:	\$32,364,015	\$8,287,084	\$24,076,931	

<b>Service Area</b>	<b>Weight</b>
765 DSS 49900 Administrative and Support Services	Primary

**Project Related Procurements**

eHHR - System Modernization

Procurement Description:	The Enterprise Delivery System Program (EDSP) represents the following major projects: the EDSP Customer Portal Enhancements, the EDSP Modernization of VaCMS, the EDSP Document Management and Imaging System, the EDSP External Rules Engine Development.		
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Planned Delivery Date:	1/31/2017		
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EDSP Quality & Risk Management Services

Procurement Description:	EDS Program is seeking to bring on a project team off of the CAI contract to perform two functions: 1. A full-time Quality Management Services. 2. Full-time Risk and Issues Management Services.		
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Planned Delivery Date:	11/14/2015		
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eHHR Support for DSS Eligibility Modernization Projects

Procurement Description:	Additional staff is needed to support the eHHR coordination efforts concerning the DSS Eligibility Modernization effort. This staff will be obtained as named resources through the VITA SMSA contract.		
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Planned Delivery Date:	2/21/2014		
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EHHR Contractor Staffing CY2015

Procurement Description:	<p>The eHHR Program office (formerly HIT/MITA Program office) and SOA technical staffing are currently reflected in multiple PBA/APRs. Extensions to contractor period of performance to include funding is required. In order to simplify the review process, all of the eHHR contractors are reflected in this one new PBA.</p> <p>These contractors support the remaining needs of Program Office as well as the technical staff for completion of the technical projects in execution phase as well as operations, maintenance, and production support of the SOA completed services.</p> <p>It needs to be noted that not all of the contractors in the attachment were extended as part of this PBA.</p>		
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Planned Delivery Date:	4/1/2016		
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There are no Category 4 IT Projects for this agency.



# Report Title: Appendix A 14 - 16 Report

**Agency:** Department of Social Services (DSS)

**Date:** 5/4/2015

**Agency Head Approval:**

No

## Stand Alone Major Procurements

<b>Procurement Name:</b>	<b>Contract Staff APR Operations and Maintenance SFY 2015</b>		
<b>Procurement Description:</b>	<p>VDSS requests approval to extend 27 contract staff currently working in the Division of Information Systems Division of Child Support Enforcement and Enterprise Delivery Systems Program Office (eHHR project). They are currently working in the development and production environments for Operation and Maintenance of applications that support Department business needs.</p> <p>They provide research, analysis, programming, production support, development support, and documentation. They are equivalent to pay band 5 and 6 positions funded by federal/state funds (50% -50%). .</p>		
<b>Procurement Planned Start Date</b>	7/1/2014	<b>Procurement Planned Completion Date</b>	6/30/2015
		<b>Appropriation Act Status</b>	
<b>Service Area</b>			<b>Weight</b>
765 DSS 49900 Administrative and Support Services			Primary
765 DSS 45101 Training and Assistance to Local Staff			Secondary
765 DSS 45102 Central Administration and Quality Assurance for Benefit Programs			Secondary
765 DSS 45103 Central Administration and Quality Assurance for Family Services			Secondary
765 DSS 45105 Central Administration and Quality Assurance for Community Programs			Secondary
765 DSS 45201 Temporary Assistance for Needy Families (TANF) Cash Assistance			Secondary
765 DSS 45211 Child Support Supplement			Secondary
765 DSS 45212 Temporary Assistance for Needy Families (TANF) Employment Services			Secondary
765 DSS 45213 Food Stamp Employment and Training (FSET) Employment Services			Secondary
765 DSS 45214 Temporary Assistance for Needy Families (TANF) Child Care Subsidies			Secondary
765 DSS 45216 Unemployed Parents Cash Assistance			Secondary
765 DSS 46003 Eligibility Determination Local Staff and Operations			Secondary
765 DSS 46006 Social Worker Local Staff and Operations			Secondary
765 DSS 46301 Support Enforcement and Collection Services			Secondary
765 DSS 46302 Public Assistance Child Support Payments			Secondary
765 DSS 46303 Non-Public Assistance Child Support Payments			Secondary
765 DSS 46801 Auxiliary Grants for the Aged, Blind, and Disabled			Secondary
765 DSS 46802 Adult In-home and Supportive Services			Secondary

765 DSS 46803 Domestic Violence Prevention and Support Activities	Secondary
765 DSS 46901 Foster Care Payments and Supportive Services	Secondary
765 DSS 46902 Supplemental Child Protective Activities	Secondary
765 DSS 49103 Emergency and Energy Assistance	Secondary
765 DSS 49201 Community Action Agencies	Secondary
765 DSS 49202 Volunteer Services	Secondary
765 DSS 49203 Other Payments to Human Services Organizations	Secondary
765 DSS 56101 Regulation of Adult and Child Welfare Facilities	Secondary
765 DSS 56106 Interdepartmental Licensure and Certification	Secondary

<b>Procurement Name:</b>	<b>Oracle Procurement (2013)</b>
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<b>Procurement Description:</b>	Procurement for new Oracle products and renewal of existing support, in addition to a unlimited license agreement for three years.
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<b>Procurement Planned Start Date</b>	2/13/2013	<b>Procurement Planned Completion Date</b>	2/29/2016
		<b>Appropriation Act Status</b>	

<b>Service Area</b>	<b>Weight</b>
765 DSS 45101 Training and Assistance to Local Staff	Primary
765 DSS 45102 Central Administration and Quality Assurance for Benefit Programs	Secondary
765 DSS 45103 Central Administration and Quality Assurance for Family Services	Secondary
765 DSS 45105 Central Administration and Quality Assurance for Community Programs	Secondary
765 DSS 45107 Central Administration and Quality Assurance for Child Care Activities	Secondary

## **Stand Alone Non-Major Procurements**

<b>Procurement Name:</b>	<b>SafeMeasures 2014</b>
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<b>Procurement Description:</b>	SafeMeasures is a comprehensive reporting and quality improvement system including data analysis, report publishing, and hosting bundled into an annual subscription fee. Reports are delivered using the interactive SafeMeasures reporting engine. The annual subscription fee covers the cost of comprehensive data analysis, design of new reports or modifications to existing reports, hosting of the data warehouse and SafeMeasures application, maintenance of a secure reporting site, training on the use of the software, help desk support, upgrades and enhancements, and unlimited access by state and local departments of social services staff.
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<b>Procurement Planned Start Date</b>	2/1/2014	<b>Procurement Planned Completion Date</b>	1/31/2016
		<b>Appropriation Act Status</b>	

<b>Service Area</b>	<b>Weight</b>
765 DSS 45103 Central Administration and Quality Assurance for Family Services	Primary