

**Agency IT Strategic Plan** (Form) / **999 ABC FY14-16 ITSP** (Item)

(Data as of: Jul 21, 2015)

Form Report, printed by: Truman, Cheryl, **Jul 21, 2015**

**IT SUMMARY**

<b>General Information</b>		
<b>Item Name:</b>	999 ABC FY14-16 ITSP	<i>Choose the CTP-prepared Agency ITSP item for the appropriate biennium</i>
<b>Home Portfolio:</b>	999 ABC IT Strategic Plans	<i>Choose your Agency Portfolio for ITSP</i>
<b>ITSP Biennium:</b>	FY14-16	
<b>Proponent Secretary:</b>	187 Secretary of Public Safety & Homeland Security	
<b>Proponent Agency:</b>	999 Department of Alcoholic Beverage Control	
<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?*

For the next several years the agency will be focusing on replacing its in-housed developed, mission critical legacy with Commercial Off the Shelf (COTS) applications, implementing a new Financial Management System, and implementing a new POS hardware and software platform for all of our stores. These investments in the new, highly integrated systems will position the agency very favorably as we close in on being a \$1 Billion business enterprise. In addition, several of these investments will significantly lower our operations risks by allowing us to replace unsupported or end of life software.

The agency has gone through the process by way of our Portfolio Management Steering Committee to identify and prioritize these investments. The committee includes, the ABC Board, as well as the agency's Executive Leadership team. A roadmap is in place to identify when these projects will start and end. An appropriations package has been developed and this has been delivered to the Secretary of Public Safety, as well as, the Governor's Office, that addresses funding and resources.

Below are a description of ABC's mission critical legacy systems that are part of our upgrade strategy over the next 5 to 6 years.

Point-Of-Sale System (POS) -POS is the cash register system for 350 ABC retail stores. POS is involved with the collection of sales and revenue data and tracking inventory of products sold. This system interfaces with MOVE and MIPS and supports three of the four service areas of the Department.

MOVE (Warehouse Management) -MOVE is the application that manages all inventory in the ABC warehouse and is utilized to select product to fill orders that are shipped to 350 ABC retail stores. MOVE is the application most directly involved with the service area of Alcoholic Beverage Purchasing, Warehousing and Distribution and the performance measures in this service area including inventory turns and warehouse productivity.

MIPS (Management of Inventory and Product Sales) -MIPS is an application that maintains a perpetual inventory in all stores and is utilized to develop weekly orders to each ABC retail store based on history of prior sales and forecast future sales. MIPS interfaces with the MOVE and POS applications and supplies information for the performance measure related to percentage of stock outs in ABC retail stores.

WebCore (Computerized Organization of Resources for Enforcement) – WebCore is a license management application that provides web-based services to ABC customers. ABC banquet license applications are processed directly through this system, in addition to extensive information for other types of ABC license applications. Performance measures in the enforcement and regulation service area are supported by WebCore.

CMS/IBR (Case Management System/Incident Based Reporting) – The CMS/IBR application supports functions in the enforcement and regulation service area. Records of special agent activity including compliance checks, ABC license violations, and underage buyer violations are all maintained by this system. Key measures of underage compliance for retail alcohol sales are maintained and produced by the CMS/IBR application.

HRMS and MyABC (Human Resource Management System) – HRMS and MyABC support multiple services for employees and track multiple human resource functions, including hiring, payroll, performance, training, and employee separation. The performance measure of agency turnover rate is obtained from the HRMS system.

Performance (Financial Management System for accrual accounting) -Performance processes and maintains all financial accounting and fiscal functions of the agency. All service areas and business functions of the Department are impacted by the services provided by the Performance system. Preliminary planning to replace existing system includes assessment of Commonwealth Enterprise Solutions, such as PeopleSoft.

## 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?

As stated above, over the next several years the agency will be focusing on replacing its in-housed developed, mission critical legacy with Commercial Off the Shelf (COTS) applications, implementing a new Financial Management System, and implementing a new POS hardware and software platform for all of our stores. These investments in the new, highly integrated systems will position the agency very favorably as we close in on being a \$1 Billion business enterprise. In addition, several of these investments will significantly lower our operations risks by allowing us to replace unsupported or end of life software.

Over the past several years several of our key application vendors have not kept pace with the rapidly changing technology landscape. As a result several vendors were late in developing new versions that were compatible with current versions of standard commercial software, or they have developed a solution at all. This represents a risk to the agency's business operations that must be addressed. In addition to this, there are several external agencies (i.e. VITA, DOA) that have mandates that the agency must comply with as well

These mandates are driving several of the agency's large investments. They include the Commonwealth's SEC 501 security standards compliance, agencies interfacing with Cardinal, the Commonwealth's new Financial Management System, and CIPPS Replacement..

As far as funding, several of the initiatives are funded thru FY2016, several are partially funded, and the remaining are included in the appropriations package that has been sent to the Secretary of Public Safety. At this point, we are still analyzing if several of the mandated projects are adequately funded.

We do not have any projects that we are mandating to other agencies.

## 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?*

### Security Upgrades

Implementation of advanced PCI-DSS encryption security enhancements to protect sensitive data of the citizens of the Commonwealth of Virginia and the credit card data that goes thru our Point of Sale systems. Without this implementation, ABC is vulnerable to risk of security breaches, as well as, damage to our brand. Such a catastrophic event subjects ABC and the Commonwealth of Virginia to extensive fines, penalties, and reduced revenues. The erosion of customer trust in the ability of ABC and the Commonwealth of Virginia to handle credit card holder and sensitive citizen data would be automatic, impacting ABC's ability to increase customer satisfaction and protection of the ABC revenue stream.

### Enhanced System Integration

Focus on COTS products that fully integrate with multiple systems (i.e. Financial Management System, Data Warehouse, Inventory, POS, and Merchandising.)

### Information access and process improvements:

ABC continually assesses customer requirements to identify new demands for information and new business processes. While ABC's methodology is constantly evolving, assessments have indicated various customer groups expect more convenient access to store locations, access to information concerning product availability and pricing, improved availability of information on the web, reduced time for processing applications for licenses, and other services.

**Case Management System (CMS)** We are in the process of completely upgrading our CMS platform for the Bureau of Law Enforcement. This new system will provide the agents and supervisors with a superior report and management platform. The new platform will also be less expensive to support, and will provide enhanced dashboard reporting capabilities for the agency's executive team, as well as, external agencies..

**Java Conversions** -General services application Java conversions will update an existing Power Builder to Java. The new application will consolidate, integrate and enhance functions and processes existing in current applications. The new system is to provide equal or better functionality than the current system.

**Web Redesign Initiatives** -developing and implementing an electronic commerce strategy and service offerings. The roadmap lays out the customer service offering (i.e. an enhanced licensee portal, on-line license applications, on-line payment systems, a portal to support special orders, and wine label approvals.) In addition, is the inclusion of the development of a portal designed specifically for education regarding responsible consumption, educational content around craft spirits and liqueurs, revenue generation, and theme based events

**Oracle Business Intelligence Enterprise Edition (OBIEE) Enhanced Data Analytics** to improve access to information, communication, data reliability, analysis, and data sharing. This specifically relates to incorporating the Business Intelligence platform that integrates with our data warehouse and data that is located on other system. The goal of this initiative is to develop an integrated system that provides customized dashboard reporting and generating data that allows the agency leadership team to make better business decisions.

As stated above, as far as funding, several of the initiatives are funded thru FY2016, several are partially funded, and they remaining are included in the appropriations package that has been sent to the Secretary of Public Safety. At this point, we are still analyzing if several of the mandated projects are adequately funded. In some cases, we will have to go out and contract specialty labor (i.e. PeopleSoft Developers, BI Architects) to complete some of the projects.

# Report Title: Strategic Plan

Agency: Department of Alcoholic Beverage Control

Date: 7/21/2015

## Current IT Services

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Projected Service Fees	\$0	\$7,838,915	\$0	\$8,034,888
VITA Infrastructure Changes	\$0	\$-1,020,915	\$0	\$-,875,253
Estimated VITA Infrastructure	\$0	\$6,818,000	\$0	\$7,159,635
Specialized Infrastructure	\$0	\$3,606,180	\$0	\$3,786,489
Agency IT Staff	\$0	\$5,605,628	\$0	\$5,885,909
Non-agency IT Staff	\$0	\$2,250,000	\$0	\$2,362,500
Cloud Computing Service	\$0	\$0	\$0	\$0
Other Application Costs	\$0	\$2,504,725	\$0	\$2,629,961
<b>Total</b>	<b>\$0</b>	<b>\$20,784,533</b>	<b>\$0</b>	<b>\$21,824,494</b>

## Proposed IT Investments

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Major IT Projects	\$0	\$7,714,000	\$0	\$14,000,000
Non-Major IT Projects	\$0	\$650,000	\$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	\$1,560,000	\$0	\$0
Agency-Level Stand Alone IT Procurements	\$0	\$0	\$0	\$0
<b>Total</b>	<b>\$0</b>	<b>\$9,924,000</b>	<b>\$0</b>	<b>\$14,000,000</b>

**Projected Total IT Budget**

Category	Costs Year 1		Costs Year 2		Total Costs
	GF	NGF	GF	NGF	
<b>Current IT Services</b>	\$0	\$20,784,533	\$0	\$21,824,494	\$42,609,027
<b>Proposed IT Investments</b>	\$0	\$9,924,000	\$0	\$14,000,000	\$23,924,000
<b>Total</b>	\$0	\$30,708,533	\$0	\$35,824,494	\$66,533,027

**Report Title: Business Requirements For Technology**

**Agency:** Department of Alcoholic Beverage Control (ABC) **Date:** 7/21/2015

**BeRT ABC 2003 Server Upgrade**

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

**Date Submitted:**

**Mandate:** No

**Mission Critical:**

**Description:**

Upgrade Windows 2003 Servers. We are following our plan to decommission all 2003 servers.

**Bert ABC HP/UX ORI**

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

**Date Submitted:**

**Mandate:**

**Mission Critical:**

**Description:**

To decommission or upgrade 5 HP/UX servers by 7/1/2015.

**BeRT ABC SQL Server 2005 ORI**

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

**Date Submitted:**

**Mandate:**

**Mission Critical:**

**Description:**

To decommission and/or update SQL Server 2005 to address ORI concerns.

**BReT ABC XP ORI**

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

**Date Submitted:**

**Mandate:** No

**Mission**

<b>Critical:</b>	
<b>Description:</b>	
Migration from Windows XP to Windows 7	
<b>BReT Additional POS Equipment</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	
<b>Mandate:</b>	No
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
Purchase POS hardware to outfit 12 additional ABC stores and additional spare equipment for expansions plus 5 years of hardware maintenance.	
<b>BReT POS Hardware Maintenance and Support</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/25/2015
<b>Mandate:</b>	No
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
This will be a procurement to provide services to all 355 ABC stores to install, move, service, maintain and inventory all ABC store POS Hardware as needed. The vendor will be dispatched to the stores as directed by the ABC Client Services department. This procurement will be replacing a contract that is expiring 8/31/2015.	
<b>BRnT - ABC Cardinal</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	8/1/2014
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
The Commonwealth's Accounting and Reporting System (CARS) is being replaced by Cardinal. VA ABC is required to begin the process of replacing the CARS interfaces and information transfers with interfaces to Cardinal.	
<b>BRnT - Agency Interfaces with Accounting System</b>	
<b>BRT Type:</b>	Business Requirement for New Technology

<b>Date Submitted:</b>	8/1/2014
<b>Mandate:</b>	
<b>Mission Critical:</b>	

**Description:**

Wine and Beer excise taxes contribute approximately \$80M annually directly to the General Fund. Currently, reporting is a heavy administrative process where purchases are entered into a system and then taxes are calculated. No online payment option exists currently, and the process is cumbersome to industry as well as the agency. The current system is 16 years old.

The new system will allow ABC customers to upload their own data (or attest that the information previously provided is correct) and submit their taxes and payments online.

**BRnT - Broadband Conversion for Stores**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	8/1/2014
<b>Mandate:</b>	
<b>Mission Critical:</b>	

**Description:**

ABC's high-price, low-bandwidth MPLS circuits at stores would be switched out with lower cost, high bandwidth broadband circuits. Circuit speed would go from 128KPS to 2MB/4MB.

**BRnT - Budget System (Hyperion)**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	8/1/2014
<b>Mandate:</b>	
<b>Mission Critical:</b>	

**Description:**

ABC currently tracks its budget using a homegrown system of excel spreadsheets and access databases. This approach is cumbersome, outdated, and has limited capability. ABC has been seeking a workable solution for 3 years.

Oracle Hyperion Planning is a centralized budgeting and forecasting solution that integrates financial and operational planning processes and improves business predictability. Additionally, it complements the new Business Intelligence tool. Improvements include a reduction in planning, budgeting, and forecasting cycles (critical for implementing quarterly forecasts). Improved accuracy of plans and forecasts. Significantly reduced time lag between when plans are updated and reports are refreshed. Increased control and recordation of budget changes.

<b>BRnT - Business Intelligence II</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	8/1/2014
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
Detail description to be developed	
<b>BRnT - CIPPS Replacement System</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	8/1/2014
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
The Department of Accounts (DOA) informed ABC in July that it will be replacing CIPPS with a new payroll system in the next few years. The new system will not contain a leave-subsystem and ABC will need to evaluate whether to build a complete leave system or use DHRM's TAL system. Current budget impact and timelines are undefined; ABC requires additional information from DOA to proceed.	
<b>BRnT - ePayments</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	8/1/2014
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
This project is required for ABC to be able to accept electronic payments for online ordering (both ACH and credit/debit).	
<b>BRnT - Financial Replacement - ERP</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	8/1/2014
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	

This project will replace the Performance by purchasing an Commercial Off-The-Shelf (COTS) system (Peoplesoft) from a vendor. This solution will integrate the multiple internal and external systems that collect data, with the new system collecting that data and integrating it into financial statements.

### BRnT - Identity Management

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

**Date Submitted:** 8/1/2014

**Mandate:**

**Mission Critical:**

#### Description:

Audit remediation Project. Will provide Identity Management for all employees across all applications using databases, ldap, in house web application accounts application security, account central and unix accounts.

This will allow ABC to identify and remediate separation of duties issues that could create potential for fraud. This project will build a new application that will query user account tables from all applications in scope and provide functionality to review a single persons account access across the agency. Complete Cross System Access Reviews and implement repeatable processes through an automated system tool.

### BRnT - Online Conference Enrollment System

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

**Date Submitted:** 8/1/2014

**Mandate:**

**Mission Critical:**

#### Description:

ABC has developed 2 separate online enrollment systems for external customers to sign up for an ABC training/conference/meeting. One system is currently used for RSVP/MART enrollment and one was used for YADAPP 2014 enrollment. These systems need to be combined in order to create an evergreen enrollment system that can used by Education and Prevention for all trainings/conferences/meetings. As they are now, RSVP/MART system has not deployed all developments and YADAPP 2014 system was only developed to be operational for 2014. Once this system is finalized a component will need to be added in order to accept electronic payment for conference fees.

### BRnT - POS Replacement - ERP

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

**Date Submitted:** 8/1/2014

**Mandate:**

<b>Mission Critical:</b>	
<b>Description:</b>	
<p>In the next 18 to 24 months, ABC's POS Hardware will be at End of Life (a 6-7 year life-cycle is typical for POS hardware). The current vendor SAP does not have any North American customers on their next gen platform. As business grows, ABC will need a robust multi-functional POS platform to meet our expanding requirements.</p> <p>The new system will include a new platform with new hardware and wireless based systems. ABC anticipates that at least some hardware from the current POS system will be transferrable. This will be a COTS program.</p>	
<b>BRnT - Seminar Platform</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	8/1/2014
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
<p>ABC does not have a way to train external customers (general public, licensees, alcohol prevention entities) other than face to face training. Education and Prevention Section (EPS) staff is only numbered at 5 and located in Richmond. EPS employees a philosophy of train the trainer in programming from Elementary School aged to Older Virginians in order to spread a prevention message, utilizing ABC Special Agents, Miss Virginia, peer leadership, and community experts. However, in order to provide the level of customer service that external customers expect and to reach a larger number of constituents with a consistent message, EPS requests the ability to begin using online training. EPS would request to use Knowledge Center as the seminar platform due to it being the internal online training component that ABC already uses. In order to begin using this platform, it will require purchasing software licenses to develop online trainings (5 licenses at \$5,000 each = \$25,000). EPS would then be able to begin providing online training to external customers. However, an additional fee (approximately \$150,000) for internal IT development or fee for host site to provide security verification would allow for verification of licensees and communication with ABC licensing system for easier tracking by Enforcement and Hearings.</p>	
<b>BRnT - SharePoint - Phase II</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	8/1/2014
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
<p>ABC is currently implementing the Microsoft Sharepoint system to support their intranet. When completed, the Sharepoint system will improve communications and knowledge sharing across the agency's various divisions. Phase II of Sharepoint implementation includes:</p>	

- \*Redistributing development and training environments onto dedicated VMs to ease maintenance efforts
- \*Decommissioning old Intranet, ensuring MIXER is the sole source for intranet
- \*Standing up additional sites within Mixer, focusing on Division Public, Project & Community sites
- \*Designing and piloting a document support solution, focusing on Project & Community
- \*Optimizing site design given the capabilities supported by the latest browser, Internet Explorer 10
- \*Refining the governance plan and common processes (e.g. adding a new site, customizing a web part, updating global navigation)
- \* Working with SPAC and the super user community to identify and develop resources promoting the service, and making the service easier to use

**BRnT - SharePoint Phase III**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	8/1/2014
<b>Mandate:</b>	
<b>Mission Critical:</b>	

**Description:**  
 The final phase of Sharepoint implementation, Phase III includes creating the information architecture for document storage and opening up permissions to the agency for divisions to manage their own sites.

**BRnT - Tax Collection Systems**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	8/1/2014
<b>Mandate:</b>	
<b>Mission Critical:</b>	

**Description:**  
 Wine and Beer excise taxes contribute approximately \$80M annually directly to the General Fund. Currently, reporting is a heavy administrative process where purchases are entered into a system and then taxes are calculated. No online payment option exists currently, and the process is cumbersome to industry as well as the agency. The current system is 16 years old.  
  
 The new system will allow ABC customers to upload their own data (or attest that the information previously provided is correct) and submit their taxes and payments online.

**BRnT - Web Redesign II**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	8/1/2014

<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
Detail description to be developed	
<b>BRnT -Licensing System</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	8/1/2014
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
<p>Procure and deploy a COTS solution to enhance ability to issue, record, and maintain license records and improve regulatory and enforcement effectiveness. The current system is 16 years old and is an outdated, homegrown software package that does not meet agency needs.</p> <p>The new system will be linked to the ABC website to provide innovative customer service portals. A new system is a prerequisite of a number of licensee service enhancements that the agency wishes to implement including fully functional online licensee accounts, pro-rated renewals to synch license periods, and electronic renewal notices and processing.</p>	
<b>BRnT Web Redesign</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	
<b>Mandate:</b>	
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
Redesign of the Agency website.	

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

**Agency:** Department of Alcoholic Beverage Control (ABC) **Date:** 7/21/2015

**Agency Head Approval:** No

**Budget Category: Major Projects**

**Licensing System Project**

**Oversight and Governance Category: Category 3: Medium/medium, Medium/Low, Low/High**

<b>Appropriation Act/Funding Status</b>	<b>Investment Business Case Approval -</b>
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This project is for the procurement and implementation of a software application to store and maintain all information related to the licensee applications, licensee records, and license compliance records. This system will replace the existing Core, Webcore, eLFI, Licensee Search, WebInVize, Invize, eBanquet, and CMS (Regulatory function only) applications.rolled out. The current licensing system will remain active during the pilot and state rollout.

Post a successful state rollout of the application we will perform any identified day 2 activities. This will enable the agency to sunset the old system.

Planned project start date:	1/5/2015	Planned project end date:	2/29/2016
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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):	\$1,000,000	\$0	\$1,000,000	
Estimated project expenditures first year of biennium:	\$500,000	\$0	\$500,000	Non-general - State
Estimated project expenditures second year of biennium:	\$500,000	\$0	\$500,000	Non-general - State

<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>
999 ABC 30403 Enforcement and Regulation of Alcoholic Beverage Control Laws	Primary
BRet Licensing System	Primary

**Project Related Procurements**

ABC Licensing and Compliance System - Procurement

Procurement Description:	1. ABC Licensee Access/Reporting 1.1. The system shall allow for each license and/or permit application to capture different information.
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2. Investigation  
 2.1. The system shall assign any automatically generated investigations of licensees to the Agent assigned to the licensee territory.  
 2.2. The system shall allow an authorized user to send an investigation to his or her supervisor for approval for the hearings process.  
 2.3. The system shall allow an authorized user to send an investigation to the hearings process.  
 3. History  
 3.1. The system shall allow an authorized user to print all past written warnings for a licensee.  
 3.2. The system shall allow an authorized user to print all past investigations for a licensee.

Planned Delivery Date:	6/30/2014		
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**Point of Sales Environment Upgrade**

**Oversight and Governance Category: Category 2: High/Medium or High/Low or Medium/High**

<b>Appropriation Act/Funding Status</b>	<b>Project Initiation Approval -</b>
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Upgrade VABC's entire POS Software System to current OS and POS software. This will include having a third party meet SEC-501 and PCI-DSS requirements. Upgrades will include the following

- POS operating system to Windows 7 or Linux
- Server operating system upgrade to Windows Server 2008 R2 or 2012 version.
- POS application upgrade to version 2.3 which is downloadable under the current ABC support contract.
- New purchase of Scan guns compliant with SAP POS software which will reside and authenticate on active directory.
- Mobile POS upgrade to new third party software (Red Iron) compliant with SAP.

Vendor support from SAP for software testing and special ABC configurations included from the current software version will be a portion of the allocated costs. Third party vendor support will also be needed for implementation of the image installation at each store during off hours of operations.

Planned project start date:	11/18/2013	Planned project end date:	9/30/2015
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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>	
Project Cost (estimate at completion):	\$3,500,000			
Estimated project expenditures first year of biennium:	\$1,800,000	\$0	\$1,800,000	
Estimated project expenditures second year of biennium:	\$0	\$0	\$0	

<b>Service Area</b>	<b>Weight</b>
999 ABC 80101 Administrative Services	Primary
999 ABC 30403 Enforcement and Regulation of Alcoholic Beverage Control Laws	Secondary
999 ABC 80102 Alcoholic Beverage Control Retail Store Operations	Secondary
999 ABC 80103 Alcoholic Beverage Purchasing, Warehousing and Distribution	Secondary

**Project Related Procurements**

POS Upgrade Project - Windows Licenses		
Procurement Description:	Windows 7 OS Licenses for 800 ABC Store registers and 350 Windows Server 2008 Licenses for ABC Store servers.	
Planned Delivery Date:	4/15/2014	
POS Upgrade Project -Purchase of Scanning Equipment		
Procurement Description:	Purchase of 800 scanning devices for POS system upgrade.	
Planned Delivery Date:	6/30/2014	
POS Upgrade Project - SAP Consultant		
Procurement Description:	SAP Consultant to assist with the SAP upgrade to version 2.3	
Planned Delivery Date:	11/1/2013	
POS Upgrade Project - SAP Software Customization		
Procurement Description:	SAP POS base software customization to meet ABC requirements.	
Planned Delivery Date:	5/1/2014	
POS Upgrade Project - Installation of Software Image		
Procurement Description:	Installation of software image at 350 sites by contract resources	
Planned Delivery Date:	7/1/2014	
POS Upgrade Project - Elavon Credit Card Processing		
Procurement Description:	Elavon Credit Card processing and encryption.	
Planned Delivery Date:	7/31/2014	
POS Upgrade Project - SAP Functionality Additions		
Procurement Description:	SAP software customization to bridge the functionality gap between SAP base software and ABC's requirements.	
Planned Delivery Date:	5/1/2014	
RedIron Maintenance and Support For POS system 4 Years		
Procurement Description:	Support and maintenance for software customizations to SAP POS system for 4 years approximately \$40,000 per year.	
Planned Delivery Date:	9/15/2015	
<b>VA ABC Financial PeopleSoft Conversion</b>		
<b>Oversight and Governance Category: Category 2: High/Medium or High/Low or Medium/High</b>		
<b>Appropriation Act/Funding Status</b>		<b>Investment Business Case Approval -</b>
<p>Perform a comprehensive analysis of Oracle PeopleSoft's Finance modules.</p> <p>It will include all analysis required to successfully use the Oracle People Soft Application's Financial modules for VA ABC's Finance Division to include General Ledger, Accounting, Sales Audit, Accounts Payable, Asset Management and Procurements.</p> <p>Moreover VA ABC will focus on the following Oracle PeopleSoft modules for analysis:</p> <ul style="list-style-type: none"> <li>• Accounts Payable</li> <li>• Accounts Receivable / Deposits</li> <li>• Asset Management</li> <li>• Employee Travel and Expense</li> <li>• General Ledger</li> <li>• EProcurement</li> <li>• Purchasing</li> </ul> <p>All other Oracle PeopleSoft modules will be addressed in separate projects and will be out of scope (Ex: HR, Inventory, etc.).</p>		

This approach and solution is the same chosen by Cardinal, DOA and VDOT and we have had several conversations with them to vet out the solution.

Our aging applications for finance are unsupported, at end of life and the vendor is high risk. We would like to reduce these risks by implimenting a new financial system that can replace these out of date applications as well as enhance current business processes.

Planned project start date:	1/1/2015	Planned project end date:	12/31/2016
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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):	\$17,000,000	\$0	\$17,000,000	
Estimated project expenditures first year of biennium:	\$3,500,000	\$0	\$3,500,000	Non-general - State
Estimated project expenditures second year of biennium:	\$13,500,000	\$0	\$13,500,000	Non-general - State

<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>
999 ABC 80101 Administrative Services	Primary
999 Department of Alcoholic Beverage Control (ABC)	Primary

**Project Related Procurements**

VA ABC Financial PeopleSoft Conversion (Corrected)

Procurement Description:	<p>The scope of this Project is to perform a comprehensive analysis and implementation of Oracle PeopleSoft™s Finance modules.</p> <p>It will include all analysis required to successfully use the Oracle People Soft Application™s Financial modules for VA ABC™s Finance Division to include General Ledger, Accounting, Sales Audit, Accounts Payable, Asset Management and Procurements.</p> <p>Moreover VA ABC will focus on the following Oracle PeopleSoft modules for analysis and implementation:</p> <ul style="list-style-type: none"> <li>• Accounts Payable</li> <li>• Accounts Receivable / Deposits</li> <li>• Asset Management</li> <li>• Employee Travel and Expense</li> <li>• General Ledger</li> <li>• EProcurement</li> <li>• Purchasing</li> </ul> <p>All other Oracle PeopleSoft modules will be addressed in seperate projects and will be out of scope (Ex: HR, Inventory, etc.).</p>
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Planned Delivery Date:	2/16/2015		
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**Web Redesign**

**Oversight and Governance Category: Category 2: High/Medium or High/Low or Medium/High**

**Appropriation Act/Funding Status**      **Project Initiation Approval -**

This project will be the beginning of a long term eCommerce strategy to help the agency improve processes, customer service and experiences. This project will entail (1) a site redesign of www.ABC.Virginia.gov, (2) implementation of a content management system together with a web solution that automates publication of content to the internet site, application and data integration, and (3) select eCommerce capabilities.

(1) The agency’s internet site serves many audiences and purposes. It is often difficult to recognize or locate information and services. The current website has not been updated in over ten years except for some minor changes and face lifts. The agency would like to:

- Gather high-level Internal and External stakeholder requirements to help define current state, desired future state, and gap analysis for the new website
- Ensure the new site appeals to ABC’s stakeholders, especially those who frequent the website the most
- Ensure the site aligns with stakeholder needs, not agency structure as it does today
- Improves search capability (reducing number of clicks)
- Update the look and feel of entire site
- Consolidate site size (if possible), remove unneeded information
- Ensure a mobile/responsive design

(2) ABC is seeking help with the installation, configuration, and implementation of a content management system to organize, manage and publish content to the web and mobile channels on-demand. A content management and web solution will alleviate existing bottlenecks associated by the manual notification and upload processes of the business users and web master. The goal for a content management system is to:

- Provide timely and accurate information to multiple communication channels (e.g. web, mobile)
- Improve processes, eliminate bottleneck with webmaster
- Consolidate and optimize content sharing (e.g.publish product catalog information to multiple channels)
- Organize and categorize content
- Provides for better web governance
- Supports web growth with ease
- Increases Search Engine Optimization
- Assists with web statistics to show customer usage and interaction with the website utilizing a tool such as Google Analytics
- Support multiple websites (4+ websites)

(3) ABC is a \$700+ million retail operation and warrants eCommerce solutions for our retail customers, licensees, vendors, etc. For this project the agency plans to begin implementing some smaller eCommerce capabilities with the intention of focusing on larger eCommerce initiatives at a later date. The agency would like to implement the following selected eCommerce capabilities as part of this project:

**Interactive Product Catalog**

ABC’s current Product List is a static HTML file. The ideal solution will be a searchable product catalog that would integrate with ABC’s existing Store Locator application. This will allow the user to search for products and see if a product is available in a certain store or store within a nearby radius.

Features and characteristics of the ideal Interactive Product Catalog:

- Searchable catalog comparable to leading retailers
- High quality images (provided by ABC)
- Product Descriptions (provided by ABC)
- Integrated with inventory data & store locator application
- Unsecured application available to all site visitors

**Interactive Events Calendar/Schedule Capability**

Provide an Interactive Events Schedule/Calendar capability. Today ABC offers a Tasting Event Schedule that is a static HTML file. The ideal solution would be searchable, dynamic, and user-friendly and provide easy information access. The schedule/calendar capability should include event titles, event images, links and the capability to add multiple event types.

The information should be searchable by location, time, etc and have "Add Event to Calendar" functionality (iCal/Outlook/Google calendar).

Features and characteristics of the ideal Event Calendar/Schedule:

- Multiple Types of Events
- Event Titles and Event Images
- Links
- Searchable
- Event to Calendar functionality
- Integrated with inventory application for Tasting schedule information

Online Special Order Product Catalog

Provide an Online Special Order Product Catalog with a shopping cart and payment feature which is not currently offered today. The ideal solution will allow users to select certain products (approximately 350 products) to be ordered and placed in an online shopping cart, paid for and shipped to a pre-selected Va ABC store chosen by the user.

Features and characteristics of the ideal Online Special Order Product Catalog:

- Will be part of the Interactive Product Catalog
- Has approximately 350 Special Order products
- Select & Add Special Orders item to cart
- Select Store Pick-up location using current Store Locator Application
- Add/Remove/Update Cart Items
- Check Out
- Process E-Payment

Planned project start date:	8/11/2014	Planned project end date:	7/6/2015
PPEA Involvement:	No		

Estimated Costs:	Total	General Fund	Nongeneral Fund	Nongeneral Funding Source
Project Cost (estimate at completion):	\$1,914,000			
Estimated project expenditures first year of biennium:	\$1,914,000	\$0	\$1,914,000	
Estimated project expenditures second year of biennium:	\$0	\$0	\$0	

Service Area	Weight
999 ABC 80101 Administrative Services	Primary
BRnT Web Redesign	Primary

Project Related Procurements	
Web Redesign Procurement	
Procurement Description:	Redesign of the ABC Website
	NOTE: This is a CHANGE to this APR that was previously approved for \$850,000. The increase is due to a scope change to the project, Increase of \$389,000

	CHANGE #2 Increase \$210,000 This change is to extend the engagement to provide time to upgrade to Sitecore 8 from 7.5 and provide time for knowledge transfer to ABC staff from CapTech. There will also be additional enhancements made to new website that were not part of the original SOW. There are more details in the SOW change to CAI.
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Planned Delivery Date:	12/31/2015		
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**Web Redesign- Phase II**

**Oversight and Governance Category: Category 2: High/Medium or High/Low or Medium/High**

<b>Appropriation Act/Funding Status</b>	<b>Investment Business Case Approval -</b>
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ABC generates nearly \$850 million in gross revenues annually with limited eCommerce solutions for retail customers, licensees and vendors. Phase I of the website & digital services program included a Website Redesign project aimed at installing a Content Management System that allows business units and communications staff to provide timely and accurate updates to the website. Phase I also unveiled a new, visibly appealing design, look and feel of the main website (www.abc.virginia.gov), an easy to navigate layout that tightly aligns with stakeholder needs, and a design that is responsive to the growing mobile market (e.g. phones, tablets). In addition, numerous foundational eCommerce capabilities were incorporated to include 1) an Interactive Product Catalog with over 3,000 products including images and descriptions, 2) an Interactive Events Calendar, and 3) the ability to select and pay for select premium products. This feature allows users to select certain products (up to 250 unique products) to be ordered and placed in an online shopping cart, paid for, and shipped to a pre-selected Virginia ABC store chosen by the user.

Phase II of the website and digital services program will further Virginia ABC's eCommerce focus by expanding online services for additional customer groups and automating current manual processes. ABC is committed to meeting and surpassing customer expectations by 1) optimizing website functionality; 2) enhancing online ordering; 3) improving the website experience for retail customers and licensees; and 4) expanding ePay and ensuring Payment Card Industry (PCI) compliance.

Planned project start date:	6/16/2015	Planned project end date:	12/31/2015
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PPEA Involvement:	No
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Estimated Costs:	Total	General Fund	Nongeneral Fund	Nongeneral Funding Source
Project Cost (estimate at completion):	\$1,100,000	\$0	\$1,100,000	
Estimated project expenditures first year of biennium:	\$300,000	\$0	\$300,000	Non-general - State
Estimated project expenditures second year of biennium:	\$800,000	\$0	\$800,000	Non-general - State

Funding Required:	Total	General	Nongeneral	
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>
There are no service areas for this project.	

<b>Project Related Procurements</b>			
Web Redesign Phase II Procurement			
Procurement Description:	Lisa Cut and paste description here - again		
Planned Delivery Date:	7/27/2015		

## Budget Category: Non-Major Projects

### ABC Law Enforcement Case Management System

#### Oversight and Governance Category: Category 3: Medium/medium, Medium/Low, Low/High

<b>Appropriation Act/Funding Status</b>	<b>Project Initiation Approval -</b>
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The application will serve as the records management system, case management system, fleet management system, training records system, and quartermaster system for the ABC Bureau of Law Enforcement.ent RMS database. This will enable the agency to sunset the old system.

Planned project start date:	8/26/2014	Planned project end date:	5/29/2015
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PPEA Involvement:	
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Estimated Costs:	Total	General Fund	Nongeneral Fund	Nongeneral Funding Source
Project Cost (estimate at completion):	\$684,825	\$0	\$650,000	
Estimated project expenditures first year of biennium:	\$650,000	\$0	\$650,000	
Estimated project expenditures second year of biennium:	\$0	\$0	\$0	

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

Service Area	Weight
999 ABC 30403 Enforcement and Regulation of Alcoholic Beverage Control Laws	Primary

### Project Related Procurements

#### ABC Law Enforcement Case Mgt System Procurement

Procurement Description:	The software being procured will replace the Criminal Case Management System including the following functions: Case Management, Activity Tracking, Internal Affairs, Reporting, Quartermaster, Training, Evidence, Fleet Management.		
Planned Delivery Date:	6/30/2014		

Report Title: Appendix A 14 - 16 Report

Agency: Department of Alcoholic Beverage Control (ABC) Date: 7/21/2015

Agency Head Approval: No

There are no major procurements for this agency.

**Stand Alone Non-Major Procurements**

<b>Procurement Name:</b>	<b>Additional POS Equipment Procurement</b>		
Procurement Description:	Purchase POS equipment to outfit 12 new ABC Stores, expand stores for the next 3 years plus maintenace for 5 years.		
Procurement Planned Start Date	10/1/2014	Procurement Planned Completion Date	11/3/2014
		Appropriation Act Status	
<b>Service Area</b>		<b>Weight</b>	
There are no service areas for this project.			
<b>Procurement Name:</b>	<b>Agency Continuity of Operation Plan (COOP) Procurement</b>		
Procurement Description:	Development of the Agency Continuity of Operation Plan (COOP)		
Procurement Planned Start Date	4/7/2014	Procurement Planned Completion Date	12/31/2014
		Appropriation Act Status	
<b>Service Area</b>		<b>Weight</b>	
999 ABC 80101 Administrative Services		Primary	
<b>Procurement Name:</b>	<b>Credit Card Scanners - 2015 Security Standard</b>		
Procurement Description:	The upgrade - Mastercard and VISA implementation of the new security standard (effective 2015). Procurement to purchase 975 Verifone scanners		
Procurement Planned Start Date	1/6/2014	Procurement Planned Completion Date	1/6/2015
		Appropriation Act Status	
<b>Service Area</b>		<b>Weight</b>	
999 ABC 80102 Alcoholic Beverage Control Retail Store Operations		Primary	