

# Agency IT Strategic Plan

Secretariat: Commerce and Trade

Agency Code: 226

Agency: Board of Accountancy

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## Agency Profile & Strategic Direction

### Agency Mission Statement:

The Board of Accountancy's (Board) mission, as mandated by the Virginia General Assembly, is to protect the citizens of the Commonwealth through a regulatory program of the licensure and compliance of Certified Public Accountants (CPAs) and CPA firms. In this capacity, the Board serves all citizens, enabling them to contribute to the Commonwealth's prosperity by entering and progressing in their chosen profession, by providing the most equitable, efficient and economical means available to limit entry barriers to the marketplace, and by disciplining those regulants who do not follow accepted, ethical or professional standards.

### Agency IT Vision Statement:

The Board of Accountancy (Board), since it became a separate state agency in July 2001, has used, and will continue to use, information technology to revolutionize the way in which services are delivered to its customers -- CPAs, CPA firms, and the citizens of the Commonwealth. Through its secure and 'customer-friendly' website, the Board will increase the quantity and quality of such services from the current online license renewal, applications and forms, to interactive online applications, tutorials and customer service surveys. Additional online services will be proposed that address questions from the regulants, citizens, as well as local and national government officials, regarding the licensure and compliance of CPAs and CPA firms.

The number of employees indicated below is used by VITA PMD to establish a context for the operating environment and does not impact the personnel consolidation plans.

Total Employees: 5

Total IT Employees: 0

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## Project Selection Criteria:

Projects proposed by the Board directly impact its efforts to ensure certain standards of competency, quality and performance of CPAs and CPA firms, as well as to ensure the services it provides to its other customers -- the citizens of the Commonwealth. Such projects are periodically evaluated by the Board during their implementation and after their completion to determine if they meet the Board's core business activity.

## Business Case Development:

The Board periodically reviews its core business activity, based upon input from its key customers, to identify any problems with implemented projects. This input, in turn, assists the Board, during its evaluation process, to make any changes to current and future projects, to provide alternative means to provide services to its customers.

## Risk Assessment Methodologies:

The Board makes its assessments of projects, both as a full Board and at the committee level (through an ad hoc committee set up to oversee a specific project), to determine risks. These assessments, which take place over the life of a project, enable the Board to determine risks that may appear on current and future projects that have similar business aims, and reach the same customers. The key customers of the Board are its regulants and the citizens of the Commonwealth.

## Prioritization Schema:

The Board has identified four key issues that are essential to its core business activity. They are listed here in terms of their priority -- (i) to continue its educational outreach initiatives, (ii) to accept license applications and renewals through the Internet, (iii) to redesign all applications and forms to simplify and streamline the application and renewal processes, and (iv) to review methods of mediation and conciliation as they relate to the enforcement procedures of the Board.

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## Core Business Activities:

Core Business Activity Title	Core Business Activity Description	Core Business Activity Sub-Function Title	Core Business Activity Sub-Function Description
CONSUMER AFFAIRS	Efforts to protect the individual consumer and business community from unfair economic practice and from suffering economic injuries caused by actions of another party, and to ensure that products and services meet established standards.	Regulation of Public Accountancy	Efforts to assure certain standards of competency, quality and performance of professional services.

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Key Customers Associated With Each Core Business Activity :

Core Business Activity Title	Core Business Activity Description	Core Business Activity Sub-Function Title	Core Business Activity Sub-Function Description
CONSUMER AFFAIRS	Efforts to protect the individual consumer and business community from unfair economic practice and from suffering economic injuries caused by actions of another party, and to ensure that products and services meet established standards.	Regulation of Public Accountancy	Efforts to assure certain standards of competency, quality and performance of professional services.
Key Customers			
Board Members			
Consumers of Regulant Services			
Federal Government Agencies			
Interest Groups			
Local Government Agencies			
Potential Licensees			
Regulant Population			
State Government Agencies			

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## Key Activities and Associated Outcomes:

<u>Key Activity</u>	<u>Associated Outcome</u>
To enhance customer service.	Enhance the quality of licensing and complaint services to the regulants and the public.  Increase the use of technology to serve the regulants and the public.
To expedite entry of licensed CPAs into the workplace.	Reduce the time to process applications.
To maintain a highly competent and ethical accounting profession.	Creation of an ad hoc committee of the Board consisting of volunteers, who have been licensed CPAs in the Commonwealth for not less than five years and who are in good standing with the Board, and other community leaders.  Enhance the expertise of CPAs providing services for the public.  Promulgate regulations requiring CPE in ethics for the regulants.
To strengthen the disciplinary process for CPAs.	Decrease in the number of complaints related to audit, review and compilation services.  Enhance the expertise of CPAs providing services for the public.  Reduced time to resolve complaints for the regulants and the public through new processing procedures.

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## Major IT Projects

Approved for Preliminary Planning — The following project(s) scheduled for initiation in the 2004-2006 Budget Biennium is (are) approved for inclusion in your IT Strategic Plan. A project proposal must be submitted to the CIO before the project(s) will be considered for planning approval. Procurements in support of the project(s) are not approved for submission to the VITA Project Management Division (PMD) for execution until the project has been Approved for Planning by the CIO. For detailed instructions refer to the Interim Procedures for the Initiation and Approval of Major and Non-major Information Technology Projects.

<http://www.vita.virginia.gov/projects/cpm/cpmDocs/projectInitInterimProcs030903.doc>

There are no major projects approved for preliminary planning.

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Approved for Planning — The following project(s) scheduled for initiation in the 2004-2006 Budget Biennium is (are) approved for planning. This approval constitutes authorization to undertake the planning necessary to complete a detailed project proposal and project charter for consideration by the Secretariat Oversight Committee and the CIO. Projects "Approved for Planning" must be formally approved for development by the Commonwealth IT Investment Board prior to beginning Phase 3 of the project lifecycle (Project Planning) and execution as defined in the Commonwealth Project Management Guideline. Procurements in support of developing the detailed project proposal and charter are approved for submission to the VITA Project Management Division (PMD) for execution, in accordance with PMD procedures. For detailed instructions refer to the Interim Procedures for the Initiation and Approval of Major and Non-major Information Technology Projects.

<http://www.vita.virginia.gov/projects/cpm/cpmDocs/projectInitInterimProcs030903.doc>

There are no major projects approved for planning.

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Active Projects — The following project(s) are(is) scheduled to continue in the 2004-2006 Budget Biennium as an Active Project. All Active Projects must be tracked on the Commonwealth Information Technology Major Projects Dashboard and are subject to monthly review by the CIO. The CIO is authorized to assess progress of all Active Projects and recommend termination of a project to the Commonwealth IT Investment Board.

There are no major projects in the active projects category.

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Collaboration Opportunity — The following project(s) is (are) designated as a Collaboration Opportunity. Your agency should consult with the other agencies listed on the corresponding collaboration report and evaluate whether collaboration between agencies on these projects is feasible. The results of your collaboration efforts and evaluation should be reported when the project is presented to the Commonwealth IT Investment Board for "Development Approval".

There are no collaboration opportunity projects.

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## Major IT Procurements

Approved Major IT Procurements - The following major procurements are approved for submission to the VITA Project Management Division (PMD) for execution in accordance with PMD procedures.

There are no approved major procurements.

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Disapproved Major IT Procurements - The following major procurements are not approved for submission to the VITA Project Management Division (PMD). The agency should not take any action on the major procurements listed below.

There are no disapproved major procurements.

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## Non-major IT Projects

Approved for Planning— The following project(s) scheduled for initiation in the 2004-2006 Budget Biennium is (are) approved for planning. This approval constitutes authorization to undertake the planning necessary to complete a detailed project proposal and project charter for consideration by the CIO. Projects "Approved for Planning" must be formally approved for development by the CIO prior to beginning Phase 3 of the project lifecycle (Project Planning) and execution as defined in the Commonwealth Project Management Guideline. Procurements in support of developing the detailed project proposal and charter are approved for submission to the VITA Project Management Division (PMD) for execution, in accordance with PMD procedures. For detailed instructions refer to the Interim Procedures for the Initiation and Approval of Major and Non-major Information Technology Projects.

<http://www.vita.virginia.gov/projects/cpm/cpmDocs/projectInitInterimProcs030903.doc>

Project Formal Title	Planned Start Date	Planned Completion Date	Estimate At Completion
CPE Maintenance Tool	07/01/2004	01/01/2005	\$30,000.00
On-line Application	01/01/2004	07/01/2004	\$45,000.00
On-line Customer Service Survey	08/01/2003	01/01/2004	\$2,500.00

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## Non-major IT Procurements

Approved Non-major IT Procurements - The following non-major procurements are approved for submission to the VITA Project Management Division (PMD) for execution in accordance with PMD procedures.

There are no approved non-major procurements.

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Disapproved Non-major IT Procurements - The following non-major procurements are not approved for submission to the VITA Project Management Division (PMD). The agency should not take any action on the major procurements listed below.

There are no disapproved non-major procurements.