

# Agency IT Strategic Plan

Secretariat: Transportation

Agency Code: 506

Agency: Motor Vehicle Dealer Board

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## Agency Profile & Strategic Direction

### Agency Mission Statement:

Administer sections of the Motor Vehicle Dealer Laws and Regulations as charged; promote the best interests of both the automotive consumer and dealer body; and process all motor vehicle related complaints promptly and professionally; while providing a high level of customer service.

### Agency IT Vision Statement:

Continued and sustained support of current MVDB IT infrastructure via seat mangement contract renewal and technology refresh methodologies.

Total Employees: 22

Total IT Employees: 0

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## Project Selection Criteria:

MVDB projects are analyzed, reviewed and selected internally based on their criticality to core and sub business functions, and also on their ease of implementation, their support of other on-going activities, agency CQI interests, overall return on investment weighted against overall project cost, and budget constraints and limitations. Other impacts include required implementation of executive orders and agreements, and other external agency imposed requirements. After internal project scoping is complete, proposed project selection is presented to MVDB Board for final approval.

## Business Case Development:

MVDB business process performance is measured via long-established performance measure indicators. These indicators were developed based on process' primary goal or objective. Process data is analyzed, reviewed, and documented on a monthly basis, and then presented to the Executive Director. This information is provided monthly to provide an opportunity to immediately provide organizational feedback, implementation of corrective actions to processes failing to meet expectations, propose alternate solutions, or adjust the process accordingly. Year end results determine next year measures.

## Risk Assessment Methodologies:

MVDB projects are scoped using sound business practices such as change management and business plans, and process re-engineering principles. Project detail and activities are identified and tracked using Microsoft Project. This is an extensive software package that includes costing, resource loading, and % complete features.

## Prioritization Schema:

Projects identified for inclusion in the IT Strategic Plan were prioritized based on their criticality to core and sub business functions, their support of other on-going agency CQI activities, overall return on investment weighted against overall project cost, and budget constraints and limitations.

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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
EXECUTIVE MANAGEMENT	Efforts to assist the Governor in statewide management of state activities.	Executive Management	This program may be used with the prior written approval of the Department of Planning and Budget
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 Professions and Occupations	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 Professions and Occupations	Efforts to assure certain standards of competency, quality and performance of professional services.
<p>Key Customers</p> <p>Motor Vehicle Consumer</p>			
EXECUTIVE MANAGEMENT	Efforts to assist the Governor in statewide management of state activities.	Executive Management	This program may be used with the prior written approval of the Department of Planning and Budget
<p>Key Customers</p> <p>Commonwealth of Virginia Motor Vehicle Dealer Body (Dealers and Salespersons)</p>			

# Agency IT Strategic Plan

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Agency Code: 506

Key Activities and Associated Outcomes:

<u>Key Activity</u>	<u>Associated Outcome</u>
Administrative Hearings	Providing a "check and balance" process when individuals operate outside the established and ethical framework.
Consumer assistance, guidance, and education.	Directing consumer to appropriate agencies, if issue is outside control of MVDB.  Educating the consumer of their rights and obligations as they pertain to motor vehicle purchase.  Reviewing reported consumer issues for investigation in a timely fashion.
Motor Vehicle Advertising Review	Ensuring ethical dealer business practices by reviewing print, radio, internet, and television motor vehicle advertising for use of deceptive or misleading statements.
Motor vehicle dealer and salesperson education	Establishing an ethical business foundation and framework for all those entering and operating in the motor vehicle industry in the Commonwealth of VA.  Providing initial and on-going educational efforts to ensure individuals entering and operating in the motor vehicle industry in the Commonwealth of VA are well-versed and competent in the laws governing their business activities.
Motor vehicle dealer and salesperson licensing	Processing licensing applicants effectively and efficiently facilitating business and job opportunities in support of the Commonwealth's economic growth.
Regulation and Code Enforcement	Enforcing daily operational adherence to prescribed framework via random field representative dealership inspections.  Providing jurisdictional contact person acting as agency liaison for providing immediate answer to operational questions.
Transaction Recovery Fund Administration	Administering the collection, tracking, disbursement, and reconciliation of the Transaction Recovery Fund on behalf of the dealer community.

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Agency Code: 506

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Transaction Recovery Fund Dispersement	Ensuring motor vehicle consumers are reimbursed, as perscribed by code, due to fraudulent or deceptive acts by a member of the motor vehicle dealer community.  Investigating possible instances of dealer fraud.
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# Agency IT Strategic Plan

Secretariat: Transportation  
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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.

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>

Project Formal Title	Planned Start Date	Planned Completion Date	Estimate At Completion
Seat Management Contract Renewal	07/01/2004	07/01/2007	\$60,000

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.

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.

# Agency IT Strategic Plan

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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.

# Agency IT Strategic Plan

Secretariat: Transportation

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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>

There are no non-major projects approved for planning.

# Agency IT Strategic Plan

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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.

Procurement Description	Planned Procurement Delivery Date	Estimated Procurement Cost
Replace existing printers (3)supporting overall MVDB internal print functions.	01/17/2004	\$8,500

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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.