

# Agency IT Strategic Plan

Secretariat: Health & Human Resources

Agency Code: 163

Agency: Department for the Aging

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## Agency Profile & Strategic Direction

### Agency Mission Statement:

The mission of the Department for the Aging is to foster the independence, security, and dignity of older Virginians by promoting partnerships with families and communities.

### Agency IT Vision Statement:

The Virginia Department for the Aging's IT Vision is to develop and deploy efficient systems that collect required information to meet federal and state reporting needs. We foresee only incremental changes in that vision and in the technology that we use to implement it. As improvements primarily in connectivity and data transfer technology are developed, we would consider their applicability to our service system.

Total Employees: 25

Total IT Employees: 2

### Project Selection Criteria:

The most important project criteria are "who requires that we collect this information and why?" and "who must collect and report it?". The answers to these questions determine the size and scope of the IT project, and must take into consideration the funding source, the needs of users and management.

The Department relies upon and solicits input from the local Area Agencies on Aging. The Information System Administrator of the Department provides consultation and coordinates IT decision-making.

### Business Case Development:

The Department identifies for each project, in context with the appropriate service process, the project's assumptions, alternative solutions, anticipated problems, constraints, and a cost-benefit analysis. The size of the project determines the extent of formal documentation.

### Risk Assessment Methodologies:

Most IT projects are initiated to exchange data with the Department's key customers, the local area agencies on aging. Therefore, user buy-in and acceptance is important. Meetings to obtain buy-in are conducted and documented. The project's assumptions, alternative solutions, anticipated problems, constraints, and a cost-benefit analysis are carefully discussed and evaluated.

### Prioritization Schema:

IT projects are prioritized according to the amount of data that needs to be exchanged with the Department's key customers, the local area agencies on aging. The project and procurement prioritization is determined through a mission critical assessment, funding constraints, and the amount of risk determined through the assessment methodology.

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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
STANDARDS OF LIVING	Efforts to maintain or enhance the economic independence and self-sufficiency of individuals and/ or families.	Individual Care Services	Efforts to provide services to assist the individual in caring for and improving himself/ herself.
STANDARDS OF LIVING	Efforts to maintain or enhance the economic independence and self-sufficiency of individuals and/ or families.	Nutritional Services	Efforts to promote better nutrition and improve the nutritional level of the diet of citizens through the distribution to quality food products.
STANDARDS OF LIVING	Efforts to maintain or enhance the economic independence and self-sufficiency of individuals and/ or families.	Administrative and Support Services	Efforts to provide overall administrative and logistical support 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
STANDARDS OF LIVING	Efforts to maintain or enhance the economic independence and self-sufficiency of individuals and/ or families.	Individual Care Services	Efforts to provide services to assist the individual in caring for and improving himself/ herself.
<p>Key Customers</p> <ul style="list-style-type: none"> <li>Older Public and their families</li> <li>Older Virginians and their families</li> </ul>			
STANDARDS OF LIVING	Efforts to maintain or enhance the economic independence and self-sufficiency of individuals and/ or families.	Nutritional Services	Efforts to promote better nutrition and improve the nutritional level of the diet of citizens through the distribution to quality food products.
<p>Key Customers</p> <ul style="list-style-type: none"> <li>Agencies on aging</li> <li>Non-profit service providers</li> </ul>			
STANDARDS OF LIVING	Efforts to maintain or enhance the economic independence and self-sufficiency of individuals and/ or families.	Administrative and Support Services	Efforts to provide overall administrative and logistical support services.
<p>Key Customers</p> <ul style="list-style-type: none"> <li>Administration on Aging</li> <li>Agencies on aging</li> <li>General Assembly</li> <li>Non-profit service providers</li> <li>Older public and their families</li> <li>Older Virginians and their families</li> <li>Other State Agencies</li> <li>VA Businesses</li> </ul>			

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## Key Activities and Associated Outcomes:

<u>Key Activity</u>	<u>Associated Outcome</u>
Education, Training, and Research Analysis	A Commonwealth and long-term care service system that is prepared to meet the needs of the growing numbers of older Virginians.
Elder Rights and Protection	A frail and vulnerable older population that is free from abuse, neglect, and exploitation.  A frail and vulnerable older population that is free from abuse, neglect, and exploitation.
Home and Community-Based Services	Services and programs focus on helping frail, older citizens remain in their own homes and communities to avoid or delay institutionalization.
Quality Assurance and Monitoring	The provision of services and programs which adhere to Service Standards and meet a minimum level of quality.
Resource Partnership Expansion	A coordinated system of services and programs which meet the needs of older citizens and assure their ability to avoid or delay institutionalization

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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

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

There are no non-major projects approved for planning.

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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.