Report Title: IT Strategic Plan Summary

Agency: 301 Department of Agriculture & Consumer Services   **Date:** 1/3/2017

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 5 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 agencys strategy for managing existing operational IT investments:

Are there existing IT investments that will require additional funding over the next year to 5 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 agencys 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?

The Virginia Department of Agriculture and Consumer Services (VDACS) Information Technology (IT) environment includes an Oracle environment running over 50 internal applications. Thirty additional applications are supported by outside vendors. The infrastructure is provided by the Virginia Information Technology Authority/Northrop Grumman (VITA/NG) Partnership. These three venues provide the platform on which the agencys staff functions. Approximately half of the agencys 506 staff members telework, are home-based, or travel regularly. The mobile workforce is a key element in the way technology is currently being used and how it will be used in the future.

Several systems are slated for replacement or significant enhancements in the 2016-2018 biennium and support agencys five strategic goals. Automation of manual processes are underway. The systems include the following.

AFIS Animal Record Reporting System
AFIS Dairy System
AFIS Dangerous Dog System
AFIS Food Inspection System
AFIS USA LIMS System
AFS Agency Access Request System
AFS Revenue Management System
CO FARMLINK System
CO ASA Database
CP OWM Inspection Reporting System
CP OARS Admin - Charitable and Regulatory Programs
CP OARS Portal - Charitable and Regulatory Programs
CP OCRP Charitable Gaming Financial Reporting
CP OCRP Charitable Organization Search System
CP OCRP Charitable Solicitations Registration System
CP OCRP Waste Kitchen Grease Certification
CP OPIS Cotton Shares Billing System
CP OPIS Feed System
CP OPIS Fertilizer System
CP OPIS Lime System
CP OPIS Pure Harvest Seed SamplingSystem
CP OPIS Turf Fertilizer Reporting System
CP OWM WINWAM System
MKT Market News Constituent Notification System
MKT Market News Livestock Reporting System
MKT Marketing Client Database System
OPS Pesticide EDC System

OPS Pesticide Mi-Forms System
New initiatives will be underway over the next six years that include completion of the upgrade to the Oracle environment, finalizing reconciliation processes for the Commonwealth financial system, Cardinal, expanding the on-line payment portal for registrations, licenses, and fees, a quality management for Laboratory Services, implementation of a Customer Relationship Management application for Marketing, enhancements to the electronic document management system in pesticide, an off-line client for the Food Safety Application, and a new online portal for Ag Stewardship. Agency leadership will use these initiatives to satisfy new business requirements, improve performance, improve efficiencies, and provide improved services to constituents. Although IT resources are limited, the agency will make use of the IT Contingent Labor Contract, the eGov contracts and COTS applications to fulfill the changing environment. Several initiatives will require additional funding to complete on schedule and within the next several bienniums.

Additional requirements related to infrastructure services in the next four to six years will be in the forefront. The current Infrastructure Partnership will be replaced with multiple supplier model and a services integrator. The full impacts to the agency are not fully realized at this time although some services may be transitioned back to the agencies requiring staff to perform those duties. Expectations include the need for these multiple projects to be managed internally to protect VDACS interests. VDACS resources will be required during the planning period and implementation period. New ordering, billing and service processes will be implemented to transition to the new vendors. One vendor will be replaced by a minimum of 9 vendors through 2019 or 2020. A project manager will be required to coordinate and facilitate communications and technical work. Technical staff will be required to manage the transition to new vendors in the following arenas: email, mainframe, server/storage, security, help desk, network, desktop/pc/end user computing. voice and cross functional services. This will occur while continuing to maintain the current technology environment.

A potential initiative to transfer all Federal Food Programs from the Virginia Department of Health (VDH) and the Virginia Department of Education (DOE) to VDACS may occur in this biennium. The 2016-2017 Budget Bill requires that VDACS, DOE and VDH create a plan to perform the transition to VDACS for legislative approval. If approved, the IT projects related to the transition may be significantly over $2 million. VDACS will request additional funding to handle this project either through the federal grant program or through the COV budget process.

Agency 307, the Virginia Agricultural Council has no technology needs and is included as part of the Virginia Department of Agriculture and Consumer Services.

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 agencys current IT investments. These are requirements and mandates from external sources, such as other agencies or business partners, the agencys customer base, product and service providers, or new federal or state legislation or regulations. 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 agencys 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 agencys 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?

A continuing demand for streamlined and on-line services from constituents, an increasing requirement for compliance with central agency standards, policies and procedures, and minimal resources hinder the agencys ability to move forward with information technology (IT) initiatives. The Commonwealth of Virginia (COV) Security Standards, Governmental Accounting Standards Board Pronouncement 51, Executive Directive 7, audit requirements, budget reductions and data standards are examples of specific mandates.

- The expiring infrastructure contract in 2019 will impact the agency in IT and across all business areas. These consequences will run through 2020 and begin in fiscal year 2016-2017 and include costs to

provide contract management, project management, infrastructure transitions, agency responsibility changes, and disaster recovery costs.
- The updated COV Security Standards require upgrades to the agencys computing environment and require that controls be put in place in the development process. These requirements hinder the agencys ability to move forward with new initiatives due to resource constraints.
- One of the priorities of the agency Commissioner is to ensure that constituents and customers have access to services provided by VDACS 24 x 7 and to improve the customer experience with VDACS. This initiative is an agency priority. Several projects are underway and planned in the future to improve these services that include the ASA database, the Food Safety Off-line client, the Dangerous Dog update, the Animal Reporting update and plans to bring online registration and licensing services to Pesticide and Charitable Solicitation.
- In addition, the potential move of the Federal Food Programs may become a mandate through legislation. This change will have a significant impact to the agencies business areas and to the support needed in administrative and technology areas. This initiative may have an impact on resources at both VDHand DOE re garding the systems that support these programs (School Lunch Program, etc).
SECURITY SHARED SERVICES

INTERNET UTILIZATION

CLOUD APPLICATION HOSTING

IT INFRASTRUCTURE TRANSITION

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 5 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 agencys 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 agencys 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?

The changes necessary in IT impact all lines of business in the agency. IT initiatives are important because they will increase operational efficiencies and add value to the Commonwealth by increasing services to citizens. The changes meet federal, state and regulatory mandates while incorporating an easy to use web-facing experience for our customers in addition to providing faster turnaround on services offered by the agency. The improvements will allow the agency to maximize the effectiveness of the agencys human resources.

IT projects will be addressed in several ways. Some enhancements will be handled using the current Oracle development environment. Some new systems will be implemented using outside vendors to implement COTS applications that will be configured by vendors and housed at CESC. Other new systems will be implemented as SaaS. Enhancements will also be addressed using outside vendors that focus on their application niche as well as contract developers to enhance .NET web-facing applications. VDACS portfolio of applications is significant with over 60 unique application being in production.

- Funding is available through non-general fund programs for several initiatives. Funding for general fund

program projects is not available. The Department of Agriculture and Consumer Services diverse programs are supported by a variety of funding sources including general fund support (52.9 percent), user fees (8.8 percent), commodity grading fees (10.5 percent), commodity board self-assessments (13.6 percent) and federal grants (14.2 percent).

- The IT staff requires additional training to create applications using the new development tools.

- In addition to IT staff and agency subject matter experts, contract staff will be used to support the agency initiatives. Other systems will be acquired as COTS applications and the use of the eGov contracts. The agency uses an IT Investment Management (ITIM) process through the Busines s Investment Group (BIG) to prioritize IT projects from an agency business perspective.

Report Title: Strategic Plan

Agency: Department of Agriculture & Consumer Services   **Date:**   1/3/2017

Current IT Services

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Projected Service Fees	$1,361,729	$788,482	$1,368,924	$792,649
VITA Infrastructure Changes	$136,000	$79,000	$145,000	$90,000
Estimated VITA Infrastructure	$1,497,729	$867,482	$1,513,924	$882,649
Specialized Infrastructure	$0	$0	$0	$0
Agency IT Staff	$1,293,381	$606,370	$1,293,381	$606,370
Non-agency IT Staff	$150,000	$50,000	$150,000	$50,000
Cloud Computing Service	$0	$0	$0	$0
Other Application Costs	$575,649	$919,059	$575,649	$919,059
Total	$3,516,759	$2,442,911	$3,532,954	$2,458,078

Proposed IT Investments

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Major IT Projects	$0	$0	$0	$0
Non-Major IT Projects	$0	$0	$0	$0
Agency-Level IT Projects	$655,000	$340,000	$405,000	$425,000
Major Stand Alone IT Procurements	$0	$0	$0	$0
Non-Major Stand Alone IT Procurements	$0	$0	$0	$0
Agency-Level Stand Alone IT Procurements	$0	$0	$0	$0
Procurement Adjustment for Staffing	$0	$0	$0	$0
Total	$655,000	$340,000	$405,000	$425,000

Projected Total IT Budget

Category	Costs Year 1		Costs Year 2		
	GF	NGF	GF	NGF	Total Costs
Current IT Services	$3,516,759	$2,442,911	$3,532,954	$2,458,078	$11,950,703
Proposed IT Investments	$655,000	$340,000	$405,000	$425,000	$1,825,000
Total	$4,171,759	$2,782,911	$3,937,954	$2,883,078	$13,775,703

Report Title: Business Requirements For Technology

Agency:	Department of Agriculture & Consumer Services (VDACS)	**Date:**	1/3/2017

BReT - Agency Application Re-engineering and Enhancements

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	8/19/2016
Mandate:	Yes
Mission Critical:	No

Description:

Several existing systems are slated for replacement or significant enhancements are necessary to ensure that the applications are in compliance with the Commonwealth Policies and Standards and that audit requirements are met. The applications in line for enhancements and modifications include the following systems.
- CP Legal Plan Seller Registration (complete)
- Market News Constituency Notification
- Charitable Gaming Financial Reporting
- Agency Access Request
- Pure Harvest Seed Sampling (complete)
- Pesticide EDC
- Weights and Measures WinWam
- Pesticide Mi-Forms (complete)
- Farmlink Database (complete)
- Dairy Services System
- Dangerous Dog Registry
- Animal Record Reporting
- Virginia Wine Distribution Corp Enhancements
- Fertilizer System on-line tonnage reporting (complete)
- Redesign VDACS Web Site (complete)
New functionality is required to enhance the customer experience, improve employee processes, increase efficiencies and provide more services for constituents.

BReT - Food Inspection System

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	8/19/2016
Mandate:	No
Mission Critical:	Yes

Description:

Phase I of the Food Inspection System was implemented in Spring 2014. Phase 2, the sample module was developed and implemented in biennium 2014-2016. Phase 3 requirements include application modules for financials, vehicular incidents, integration with VDACS Revenue Management System and will provide for off-line client services for inspection staff. The application, in an Oracle environment, will be enhanced to include many new modules, increased security controls and additional reporting functions while in a mobile environment.

BReT - OARS, Revenue Management Payment Portal

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	8/19/2016
Mandate:	No
Mission Critical:	No

Description:

Provide customers and constituents with on-line services to perform licensing, registration, permitting and bill paying activities with VDACS. VDACS currently provides some on-line services but this function needs to be expanded to many programs in the agency. The following are examples of areas that are planned to be included in this initiative.
- Charitable Solicitations
- Pesticide Services
- Feed, Fertilizer, and Lime
- Laboratory Services Fees
- Food Safety and Inspection Fees

BReT - VDACS IT Sourcing

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	8/25/2016
Mandate:	Yes
Mission Critical:	Yes

Description:

The Commonwealth is transitioning to a multi-supplier model for IT Infrastructure. This BRT outlines the infrastructure VDACS will need to plan and test in support of the transition. The COV Infrastructure contract expires in 2019. The central IT agency, VITA, is beginning disentanglement with the current provider in the 2016-2018 biennium. VDACS requires the resources to work through the process to disentangle all of the infrastructure in use at the agency. This includes email, all server, all network , all help desk, and all desktop services in use by agency staff. This will be a huge undertaking requiring many agency resources to work through the process that includes contract administration, project management and technical staff, in addition to the time it will take all employees to transition to the new services. Below are the details for some of the procurements that will be executed for this endeavor.

Messaging BReT:
VITA is initiating disentanglement from NG messaging services in 2016. Messaging Services for email, enterprise collaboration services, and mobile device management are required for over 500 users at VDACS. We also have approximately 6 applications that have hooks into messaging services which will need to be tested. Workplace Collaboration Services (VITA provided SharePoint) and AirWatch are not used by VDACS.

IBM Mainframe: VITA is initiating disentanglement from NG IBM Mainframe services in 2016. VDACS has only used CARS for this device and is researching whether these services are still needed.

Server/storage (including housing of equipment): VITA is initiating disentanglement from NG servers and storage. VDACS has 23 servers which will need to be migrated to a new provider and tested during this transition. Over 60 applications will be affected by this move and will need to be tested.

Authentication/directory services: VDACS has over 60 applications which will need to be migrated and

tested during the authentication/directory services transition. Over 500 internal and approximately 6000 external users will be impacted by the changes.

End user computing: VDACS has 170 desktops, 220 laptops and 45 network printers which will need to be migrated.

Data networks: VDACS has 7 MPLS and 12 broadband networks that will need to be migrated.

Voice Network: VDACS has 2 UCaaS phone systems which consist of about 60 UCaaS phone lines and approximately 475 non-UCaaS or other phone lines which will need to be migrated.

Cloud Computing: VDACS is investigating moving 4 applications to a Cloud services vendor. The business reason for the move is to reduce costs, increase efficiencies and reduce IT agency footprint. Applications are not cloud ready and the agency will need to bring in outside consulting to assess what needs to be done to the applications and supporting infrastructure in order to become cloud ready.

Security Services: To meet Commonwealth Security requirements, VDACS will engage VITA's Shared Security Services/procure outside security services from an outside vendor utilizing DPB funds as needed.

Internet Usage: VDACS projects that internet usage will <increase by 15% due to increased marketing initiatives, increases in the number of web-facing applications available to staff and the increased need for video services for training of staff and customers.

BReT- Oracle Upgrade

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	8/19/2016
Mandate:	Yes
Mission Critical:	Yes

Description:

Upgrade the agency's database, application and Intranet environment to a new version of the database and application environment requiring new hardware, software and tools.

BRnT - Agricultural Commodity and Regulatory System

BRT Type:	Business Requirement for New Technology
Date Submitted:	8/25/2016
Mandate:	No
Mission Critical:	No

Description:

Implement a system that will meet COV security standards, improve staff efficiency, reduce costs associated with annual licenses and product registrations, and provide for on-line data entry and payments.

The agency is looking for COTS or SaaS applications that focus on providing these services to other states. The above services are provided in the Seed, Feed, Fertilizer, Lime, Nursery and plant and pest programs.

BRnT - Federal Food Programs Transition

BRT Type:	Business Requirement for New Technology
Date Submitted:	8/26/2016
Mandate:	No
Mission Critical:	No

Description:

The 2017-2018 Budget Bill instructs the Virginia Departments of Education, Health, and Agriculture and Consumer Services to develop a plan for the transfer of the Summer Food Services Program and the Child and Adult Care Feeding Program from the Virginia Department of Health, and the Fresh Fruit and Vegetable Program, National School Lunch Program, School Breakfast Program, and Special Milk Program from the Virginia Department of Education to the Virginia Department of Agriculture and Consumer Services in an effort to house feeding programs under one agency. The plan shall be submitted to the Governor and the Chairmen of the House Appropriations and Senate Finance Committees no later than November 15, 2016. Such plan shall detail the funding amounts and positions associated with the impacted programs, and include an estimate of whether cost savings or additional costs would be incurred, both during the transition and over the long-term, from the transfer of these programs. The review shall also assess any potential administrative impacts on the local school divisions, the Department of Education and the Department of Health. No transfer of positions or funding shall occur without prior approval of the General Assembly at the 2017 Regular Session.

BRnT - Marketing Customer Relationship Management System

BRT Type:	Business Requirement for New Technology
Date Submitted:	8/25/2016
Mandate:	No
Mission Critical:	No

Description:

To support the agency priority to improve customer service and functionality, Marketing and development needs this application to manage contacts and ongoing work with our customers and stakeholders that include growers, agribusiness, specialty food companies, buyers, boards, and agricultural associations. The current application no longer meets the needs of the Marketing division to search for producers, etc. This system will improve performance and efficiencies in the Marketing division. The application will be cloud-based and based on the CRM software.

BRnT - VDACS Ag Stewardship Act System, Content Management, OLS Quality Mgmt

BRT Type:	Business Requirement for New Technology
Date Submitted:	8/19/2016
Mandate:	No
Mission Critical:	No

Description:

The program that supports the Ag Stewardship Act requires an application that will maintain information regarding complaints, develop ASA plans and track best management practices associated with ASA plans.

Laboratory Services maintains certifications on each of the four Animal Health Laboratories throughout Virginia. It is critical to manage the documents that track training, etc for the laboratories. Commercial Quality Management Software systems exist to manage document control, with detailed abilities to manage access, maintain an audit trail of all documents, and manage permissions, employee compliance and training.

The majority VDACS' transactions handling hardcopy documents, from initial contact with internal and external clients, the completion transactions, and filing of documents. Searches of the archived information involve varying degrees of time and effort. Various solutions in the agency have been implemented including microfilm. The absence of an Enterprise Content Management (ECM) system is slowing efforts to achieve efficiencies.

BRnT - VDACS Cardinal Integration

BRT Type:	Business Requirement for New Technology
Date Submitted:	9/22/2016
Mandate:	Yes
Mission Critical:	Yes

Description:

The Commonwealth of Virginia is replacing CARS, the COV financial system of record. VDACS is required to make this transition in Wave 2 of the project which completes in February 2016. Cardinal is an Enterprise Resources Planning (ERP) system that utilizes PeopleSoft 9.1.

In accordance with § 2.2-802 of the Code of Virginia, "All transactions of public funds shall clear through the Comptroller's Office." Therefore, all accounting transactions processed by the agency must be transferred from the agency financial system to the official statewide accounting system of record for processing and reporting. This means that current agency financial system interfaces must be rewritten and tested to align with the new Cardinal system interface requirements.

VDACS met this deadline as an interface agency but still requires changes to finalize the reconciliation processes between the agency financial system and Cardinal.

Report Title: Appendix A 16 - 18 Report

Agency: Department of Agriculture & Consumer Services (VDACS) **Date:** 1/3/2017

Agency Head Approval: No

There are no Category 1, 2, or 3 IT Projects and no Budget Category: Major IT Projects for this agency.

There are no Category 4 IT Projects for this agency.

Report Title: Appendix A 16 - 18 Report

Agency: Department of Agriculture & Consumer Services (VDACS)

Date: 1/3/2017

Agency Head Approval: No

There are no major procurements for this agency.

There are no non-major procurements for this agency.