

Report Title: IT Strategic Plan Summary

Agency: 350 Department of Small Business and Supplier Diversity Date: 4/17/2017

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 agency's 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 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?

Mission:
SBSD is an economic development agency serving Virginia's small businesses through outreach and education on business development, financing, marketing, including key certifications to enhance business opportunities.

IT Operating Environment:
DSBSD is a small agency with approximately 60 FTEs. The office is comprised of the Headquarters which is located in Richmond, VA and satellite offices across the Commonwealth. DSBSD expects in the FY16-18 biennium to finalize the technology initiative described below. The agency expects all of their projects to be phased projects costing less than \$250,000.

SBSD is completing major IT project named SBSD Technology Initiative 2016.

This project transforms the Agencies legacy platforms currently in production to include: Certification Database, Agency Website, Business OneStop, Reporting and Analysis, and the Expenditure Dashboard. It also includes implementing Marketing software for Citizen outreach and business development.

The majority of the Initiative was funded and paid for in FY 2016.

The platforms in the Agency's technical landscape will leverage a combination of On Premises Virtual Servers, Databases, and Secure Gateway for sensitive data management and Hosted applications. The Virtual Servers / infrastructure maintained at CESC will cost an estimated \$ 46,000 annually. The license cost for the DB2 Database is \$11,000 annually. The IBM Hosted Applications and Software subscription / license fees required for the landscape are currently \$36,000 annually. This infrastructure will support the Agency's Website, Certification Application Portal, Expenditure Dashboard, Business One Stop, Database, and Reporting and Analytics processes and functions. The Marketing software has an annual renewal cost of \$30,000.

Once the new technology platforms are fully implemented and operationally stable, the corresponding legacy systems will be retired. The current annual costs are Binary Fountain- Expenditure Dashboard \$ 81,954.53, CyberData for Application Support \$97,834.44 , VITA- ESG application support \$19,499.96, Net Info Strategy \$4,920.

There will be technical Continuous Improvement efforts in FY17 and FY18 targeted at refining operational processes and meeting emerging policy requirements. These efforts will be significantly less than \$250,000,

either by total project cost or outright purchase.

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. 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?

The agency is working to change the way it does business by leveraging new technology. The certification portal will transform the way the agency accepts certification applications and streamline business processes.

New legislation will be integrated into agency systems recognizing new SWaM designations such as ESOs, HBCUs, SDVs and Micro businesses. This will impact the way the agency collects and reports data.

The agency will be focused on customer driven technology changes such as AV capabilities for hosting webinars for training and information dissemination.

The agency will utilize cloud hosting of the Agency Website and Certification Portal, with sensitive data managed at CESC as part of SBSD Technology Initiative 2016

The agency will evaluate and implement security standards established by the Commonwealth of Virginia.

DSBSD, at this time, is not requesting monies for the initiatives listed above.

No IT investment requests at this time.

Continuous Improvement Efforts

- Sourcing of Infrastructure
- Business One Stop
- CRM Integration
- Identity Management
- Event Management
- Expenditure Dashboard
- Executive Order 20
- ESO Certification Applications
- Service Disabled Veterans Certification Applications Application
- Historically Black Colleges and Universities

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 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?

We will continue to renew applications and upgrade systems in our current operational environment.

DSBSD is proposing the following IT investments:

* Continued Redevelopment of the certification database hosted at CESC.

*Executive Order 20 establishing microbusiness for the commonwealth, effects all current applications.

*Maintain Commonwealth security standards.

DSBSD is adequately funded at this time to support the IT initiatives planned.

DSBSD will utilize contract IT support for the initiatives planned.

Report Title: Strategic Plan

Agency:

Department of Small Business and Supplier Diversity

Date:

4/18/2017

Current IT Services

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Projected Service Fees	\$228,907	\$0	\$228,907	\$0
VITA Infrastructure Changes	\$46,000	\$0	\$46,000	\$0
Estimated VITA Infrastructure	\$274,907	\$0	\$274,907	\$0
Specialized Infrastructure	\$0	\$0	\$0	\$0
Agency IT Staff	\$50,000	\$0	\$50,000	\$0
Non-agency IT Staff	\$84,283	\$0	\$84,283	\$0
Cloud Computing Service	\$0	\$0	\$0	\$0
Other Application Costs	\$77,000	\$0	\$77,000	\$0
Total	\$486,190	\$0	\$486,190	\$0

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	\$200,000	\$25,000	\$100,000	\$25,000
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	\$200,000	\$25,000	\$100,000	\$25,000

Projected Total IT Budget

Category	Costs Year 1		Costs Year 2		Total Costs
	GF	NGF	GF	NGF	
Current IT Services	\$486,190	\$0	\$486,190	\$0	\$972,380
Proposed IT Investments	\$200,000	\$25,000	\$100,000	\$25,000	\$350,000
Total	\$686,190	\$25,000	\$586,190	\$25,000	\$1,322,380

Report Title: Business Requirements For Technology**Agency:** Department of Small Business and Supplier Diversity**Date:** 4/18/2017**350 DSBSD FY14-16 ITSP****BRT Type:** Business Requirement for New Technology**Date Submitted:** 11/11/2014**Mandate:** No**Mission Critical:** No**Description:**

Moving from Internet Explorer 8 to Internet Explorer 10 poses a problem for our database. It is not compatible.
Changes to the SWaM database are required.

BReT - IE10**BRT Type:** Business Requirement for Existing Technology**Date Submitted:** 9/24/2014**Mandate:****Mission Critical:****Description:**

Upgrade IE8 to IE10.

BRnT SBSB Technology Initiative 2016**BRT Type:** Business Requirement for New Technology**Date Submitted:** 3/24/2016**Mandate:** No**Mission Critical:** Yes**Description:**

Create new technology platforms to replace legacy systems for core processes of Business Registration - Business OneStop, Agency Website, Certification, Expenditure Reporting, Marketing for Business Outreach and Development.

Certification Database BRET**BRT Type:** Business Requirement for Existing Technology**Date Submitted:** 11/10/2014**Mandate:** No**Mission Critical:****Description:**

Certification Database BReT

Commonwealth Risk Compliance BReT

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	
Mandate:	Yes
Mission Critical:	

Description:
Mitigation plan for risk

DSBSD IT Sourcing BReT

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	10/6/2016
Mandate:	No
Mission Critical:	

Description:

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 45 users in our agency. We also have 75 applications that have hooks into messaging services which will need to be tested. Workplace Collaboration Services (VITA provided SharePoint) SBSB does not use WCS SharePoint. We have 1 applications serviced via AirWatch which will need remediation.

IBM Mainframe BReT:
VITA is initiating disentanglement from NG IBM Mainframe services in 2016. SBSB has 2 number of applications on the IBM which will need to be migrated and tested during this transition.

Server/storage (including housing of equipment) BReT:
VITA is initiating disentanglement from NG servers and storage. SBSB has 4 number of servers which will need to be migrated and tested during this transition. Five applications will be affected by this move and will need to be tested.

Authentication/directory services BReT:
SBSB has Five number of applications which will need to be migrated and tested during the authentication/directory services transition. Number of users (internal and external) are 45 internal and 15 external.

End user computing BReT :
SBSB has 30 number of desktops and 25 number of laptops and 8 network printers which will need to be migrated.

Data networks BReT :
SBSB has no number of networks that are not mpls which will need to be migrated.

Voice Networks BReT:
SBSB has 75 UCaaS phone lines and 5 other phone lines which will need to be migrated.

Cloud Computing BReT:
SBSB is investigating moving 10 number of applications to a Cloud services vendor. The business reason for the move is to <reduce costs; increase efficiencies; reduce IT agency footprint; etc.>. Applications are cloud ready. Agency not 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 BReT:

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

Internet Usage BReT:

SBSB projects that internet usage will increase by 50% due to cloud delivered applications. Some examples of why internet usage might increase are as follows: an increase use of video streaming, an increase in user access to the internet, etc.

DSBSD Relocation BRET

BRT Type: Business Requirement for Existing Technology

Date Submitted: 11/10/2014

Mandate: No

Mission Critical: Yes

Description:

DSBSD Relocation to the Monroe Tower

Integrated Website BRNT

BRT Type: Business Requirement for New Technology

Date Submitted: 11/10/2014

Mandate: No

Mission Critical:

Description:

Integrated Website

Micro Businesses BRNT

BRT Type: Business Requirement for New Technology

Date Submitted: 11/10/2014

Mandate: No

Mission Critical: Yes

Description:

Integrating Micro Businesses into DSBSD database

New Phone System BRNT

BRT Type: Business Requirement for New Technology

Date Submitted: 11/10/2014

Mandate:

Mission Critical:

Description:	
New Phone System	
Phone System BRNT	
BRT Type:	Business Requirement for New Technology
Date Submitted:	11/10/2014
Mandate:	
Mission Critical:	
Description:	
Phone System	
Security Compliance BRET	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	2/24/2015
Mandate:	Yes
Mission Critical:	
Description:	
Mitigation plan for security compliance.	

Report Title: Appendix A 16 - 18 Report

Agency: Department of Small Business and Supplier Diversity

Date: 4/18/2017

Agency Head Approval:

No

Budget Category: Non-Major Projects				
SBSD Technology Initiative 2016				
Appropriation Act/Funding Status			Investment Business Case Approval -	
Create new technology platforms to replace legacy systems for core processes of Business Registration - Business OneStop, Agency Website, Certification, Expenditure Reporting, Marketing for Business Outreach and Development.				
Planned project start date:	3/15/2016	Planned project end date:	9/1/2016	
PPEA Involvement:				
Estimated Costs:	Total	General Fund	Nongeneral Fund	Nongeneral Funding Source
Project Cost (estimate at completion):	\$431,000	\$431,000	\$500,000	
Estimated project expenditures first year of biennium:	\$0	\$0	\$0	
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	
350 DSBSD 53418 Business Formation Services			Primary	
350 DSBSD 53407 Minority Business Enterprise Outreach			Secondary	
350 DSBSD 53414 Minority Business Enterprise Certification			Secondary	
Project Related Procurements				
SBSD Technology Initiative 2016 Procurement				
Procurement Description:	Procure new technology platforms to replace legacy systems for core processes of Business Registration - Business OneStop, Agency Website, Certification, Expenditure Reporting, Marketing for Business Outreach and Development.			
Planned Delivery Date:	4/15/2016			

Report Title: Appendix A 16 - 18 Report

Agency: Department of Small Business and Supplier
Diversity

Date: 4/18/2017

Agency Head Approval:

No

There are no major procurements for this agency.