

2024 - 2026 IT Strategic Plan

Agency: 841 Department of Aviation (DOAV)

Date: 8/29/2023

Current IT State

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?

The agency went through some significant changes affecting their current IT state listed below:

1. The hiring of a full time IT Manager during May of 2023 to provide more technology oversight, support to agency staff and handle more IT needs rather than relying on contracted services.
2. The agency went through a pc refresh that removed the last remaining desktop pcs putting all of the staff on the same device model. This move was to better align the agency's remote workforce capabilities and technology with the agency's COOP.
3. The agency migrated from on-premises servers to Virtual Servers at QTS. This project was completed successfully.
4. The agency went through OS and SQL upgrades on the agency application servers moving from critical older versions to the most current versions offered by VITA at this time.
5. The agency decided to go with a vendor on state contract to develop the Airport Registration System employing ECOS oversight. The system is in the latter stages of development as we continue working through other areas to prepare for the application to come to production in the latter part of 2023.
6. The agency replaced two of its large network UPS devices that failed recently. These UPS devices provide an allowable time for a safe and secure shut down of network routers and switches.
7. The agency is signing a renewal contract for 3 years with the vendor (Civix) to continue with maintenance and support of the agency's grant management system (Airport IQ).
8. The agency is now moving forward with a Tier 2 Disaster Recovery plan.
9. After a recent physical inventory of agency devices, it was determined that consolidation was needed to reduce the number and variety of networked and standalone printers down to a smaller scale of more current multifunction devices. This consolidation would replace the agency's existing two legacy XEROX multifunction devices and add an additional XEROX multifunction device to replace 4 network printers and various other standalone devices in proximity. Two of the three XEROX devices are now in place and we are now assessing the removal of local printers

as we wait on the 3rd printer to arrive.

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?

1. The agency's last security audit indicated both application servers are running an installation of SQL installed on the same server and that was prohibited. The auditors informed the agency to address the finding, we would need to stand up a separate SQL server with the appropriate SQL Server instance installed. We reached out to the VITA service towers to discuss costs surrounding the new server and the increase to the agency's Disaster Recovery Plan. Steps have been approved and will proceed to submit the request for DR Services and a new SQL Server.
2. The agency is in the process of doing a full assessment of IT needs ranging from services provided by outside vendors, cost reduction on subscription services, and replacing old or broken IT equipment.
3. The agency has been talking with ISO services and VITA Centralized Audit Services to strengthen the agency's IT security efforts and reduce the need for contracting outside vendors to perform security audits. We are in preliminary discussion stage with both service towers to begin this process.

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?

The agency and vendor are working towards completing the development of a payment portal. The Airport Registration System would provide a cost-effective means to accept payments and registration of aircraft online. This registration portal will provide a better service to agency constituents and a significant increase in the efficiency

of processing online and paper applications. This system is cloud-based and will be hosted and supported by the vendor.

The agency is in discussion over a current system that may become obsolete soon. The current system allows for the management of grants and airport facilities. These are preliminary discussions, but no solid date or replacement system has been agreed upon. The renewal for a maintenance contract with the current vendor system has been signed and will allow 3 years for the research, procurement and implementation of new replacement system.

Business Requirements For Technology

Agency:	841 Department of Aviation	
Date:	8/29/2023	
Aircraft Registration System		
BRT Type:	Business Requirement for New Technology	
Date Submitted:	7/28/2023	
Mandate:		
Mission Critical:		
Description:		
The agency is researching a stand-alone registration system that will provide customers to pay their annual registration online.		
Automated Weather Observing System Service BReT		
BRT Type:	Business Requirement for Existing Technology	
Date Submitted:	7/28/2023	
Mandate:		
Mission Critical:	Yes	
Description:		
This service will involve network communication services for the interface, collection and dissemination of AWOS (Automated Weather Observing System) data elements and transmission of the resulting sequences for existing public use airports to the Federal Aviation Administration Weather Message Switching Center through the National Airspace Data Interchange Network.		
BReT 841 DOAV Managed Security		
BRT Type:	Business Requirement for Existing Technology	
Date Submitted:	8/1/2023	
Mandate:		
Mission Critical:		
Description:		
DOAV is not currently utilizing the VITA managed security services offering but may contract for specific managed security services as needed in the future.		

DOAV SD-WAN Upgrade	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	7/28/2023
Mandate:	Yes
Mission Critical:	Yes
Description:	
<p>Configure existing routers to support SD-WAN capability across all agency locations. This approach prepares agency location(s) with the ability to add additional network capabilities (multiprotocol label switching (MPLS), broadband, wireless (i.e., Cradlepoint)) to take advantage of application -aware routing over private and public networks.</p> <p>Three step process:</p> <p>Remote internetwork operating system (IOS) software upgrade on the router.</p> <p>Remote SD-WAN deployment</p> <p>Circuit deployment as needed</p>	
DOAV Website Modernization	
BRT Type:	Business Requirement for New Technology
Date Submitted:	7/28/2023
Mandate:	
Mission Critical:	Yes
Description:	
<p>The primary objective of the COV Website Modernization and the CMS Virginia.gov projects are to ensure all state sites are on a single common platform and are following required VITA, COV and 508 standards</p>	
Grant Management ASM Application Enhancements	
BRT Type:	Business Requirement for New Technology
Date Submitted:	8/1/2023
Mandate:	
Mission Critical:	
Description:	
<p>Enhancements are needed to streamline processes in the grant management application.</p>	

IT Strategic Plan Budget Tables

Agency:	841 Department of Aviation (DOAV)			
Date:	8/29/2023			
Current IT Services				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Projected Service Fees		\$293,437.63		\$302,240.76
VITA Infrastructure Changes				
Estimated VITA Infrastructure	\$0.00	\$293,437.63	\$0.00	\$302,240.76
Specialized Infrastructure				
Agency IT Staff		\$138,000.00		\$138,000.00
Non-agency IT Staff				
Cloud Computing Service		\$8,000.00		\$8,000.00
Other Application Costs		\$181,836.96		\$181,836.96
Total:	\$0.00	\$621,274.59	\$0.00	\$630,077.72
Proposed IT Investments				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Major IT Projects:				
Non-Major IT Projects:				
Agency-Level IT Projects:				

Major Stand Alone IT Procurements:					
Non-Major Stand Alone IT Procurements:					
Agency-Level Stand Alone IT Procurements:		\$41,600.00		\$25,716.00	
Procurement Adjustment for Staffing:					
Total:	\$0.00	\$41,600.00	\$0.00	\$25,716.00	
Projected Total IT Budget					
		Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF	
Current IT Services	\$0.00	\$621,274.59	\$0.00	\$630,077.72	
Proposed IT Investments	\$0.00	\$41,600.00	\$0.00	\$25,716.00	
Total	\$0.00	\$662,874.59	\$0.00	\$655,793.72	

IT Strategic Plan Projects

There are no projects for this agency.

IT Strategic Plan Procurements

There are no stand alone procurements for this agency.