

Strategic Plan
(2012-2014 Version 1)

Department of Professional and Occupational Regulation (222)
Agency Plan

Information Technology

Current Operational IT Investments

The Department of Professional and Occupational Regulation (DPOR) places high priority on maximizing efficiencies through information technology to improve customer service and decrease costs across all functional service areas. Current information technology efforts include the implementation of a web-enabled application to replace two in-house legacy systems to support new business requirements such as online license renewal and license application processing. The Department is two-thirds of the way through this implementation. This investment supports agency Goal #3 to maximize organizational effectiveness and improve the quality of customer service in all programs through efficient delivery of administrative support. The new system will provide constituent service value by improving our customers' experience. It should be noted that during this implementation, we have discovered a major impact on agency resources.

A number of DPOR's information technology solutions are aging and approaching obsolescence. Agency-critical applications reside on outdated technology platforms and are increasingly hard to support from a software resource perspective and employee knowledge base. Non-integrated agency applications result in lost productivity due to data quality and workflow process issues.

In the mid 1990's DPOR began the migration to a graphical user interface and client/server applications to support business processes such as licensing, exam scheduling and score maintenance, revenue processing, and enforcement activities. The applications were developed in-house to meet DPOR business needs in a cost effective manner. The legacy systems, the General Application Tracking System (GATS) and Commerce Tracking Enforcement System (CTES) were re-hosted from the former Department of Information Technology Unisys platform to our in-house platform. The systems were renamed to Commonwealth Licensing and Enforcement System (CLES) and the Enforcement Tracking System (ETS) and were hosted on Virtual Address eXtension (VAX) machines that were owned by the Department. CLES was developed using Common Business-Oriented Language (COBOL), Rally and an Oracle Relational DataBase (RDB). The Rally and Oracle RDB products have been de-supported by Oracle. ETS was developed using PowerBuilder in a client/server environment. Because these two systems are not integrated, certain agency processes are not accomplished as efficiently as possible. The aging VAX processors were upgraded to Alpha ES40 processors in 1998 to improve the processing performance of legacy applications.

Factors Impacting the Current Agency IT

Population increases and new regulatory programs (customer bases) create increased demand for agency services, particularly fully interactive business processes including on-line licensure and case management. Renewed emphasis on planning and accountability generates greater demand for automated data reporting capabilities to support planning and decision-making as well as evaluate performance.

Implementation of a new licensing and enforcement system, while expected to enhance automated processing capabilities, may have limited functionality available to handle nuances across programs. Additionally, learning curve delays will be experienced early in the implementation phase.

Changes driven by Virginia Information Technology Agency (VITA)/Northrop Grumman (NG) infrastructure support activities sometimes affect DPOR's ability to serve its internal and external customers, and increase overhead costs to meet VITA mandates.

Proposed IT Solutions

DPOR's future information technology environment is one of continued integration and centralization of all IT systems across functional service areas. The Department's long-term solution involves the implementation of one fully integrated program: the Electronic Access to Government Licensing and Enforcement System (EAGLES). The agency has contracted with Iron Data, previously VERSA Management Systems, to purchase a COTS (commercial off the shelf) application to support EAGLES. The agency has spent the last two biennium implementing the licensing functions within EAGLES. Efforts to integrate ETS into EAGLES will start during this biennium.

The EAGLES project will:

- revolutionize service delivery by enabling external customers to apply for licenses via the Internet;
- meet external customers' accessibility needs by offering an additional means of interacting with the agency;
- enhance the efficiency and effectiveness of government services by decreasing transaction costs and improving license processing; and
- upgrade IT services for internal customers by providing an integrated suite of products for use in performing job responsibilities.

Ideally, DPOR will receive high quality and time-sensitive service from VITA, responsive to the central Richmond office as well as staff located in the field, with no increases in service costs.