



Government of the United States Virgin Islands
Office of the Governor

Bureau of Information Technology

8000 Nisky Center, Suite 600 A
St. Thomas, V.I. 00802
(340) 774-1013 Fax: (340) 774-1490

The 31st Legislature of the U.S. Virgin Islands

Committee on Economic Development, Agriculture and Planning

Bureau of Information Technology Operations Update

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Presented by:

Reuben D. Molloy, MBA

Director/Chief Information Technology Officer

Bureau of Information Technology

Office of the Governor

#9059 Estate Castle Coakley,
St. Croix, VI 00820
(340) 713-0354 Fax: (340) 719-1623

Testimony

Good evening Honorable Chairperson, Senator Janette Millin Young, members of the Committee on Economic Development, Agriculture and Planning, other members and staff of the 31st Legislature, listening and viewing audience. My name is Reuben D. Molloy. I am the Director for the Bureau of Information Technology and Chief Information Technology Officer for the Government of the United States Virgin Islands. Also representing the Bureau of Information Technology is Mr. Cleveland Carbon, Deputy Director, Mr. Dwight Simmonds, Finance Manager, Mr. Jesus Caban, Network Systems Manager, and Mr. Romel Wallace, Project Manager. We plan to present an operations Update for the Bureau of Information Technology (BIT).

SCOPE & OVERVIEW

The Bureau of Information Technology (BIT) was created in 2003 by Act No. 6634 to develop a comprehensive technology strategy or framework for the Government of the United States Virgin Islands. This strategic framework supports and promotes the use of innovative technology solutions to improve the business of Government. BIT's Vision is "To foster the creation of a paperless USVI Government". The two major operational responsibilities for BIT as a central coordinating agency are to address Information Technology (IT) and Emergency Communication Infrastructure concerns within the Executive branch of the USVI Government.

It is BIT's mission, within the resources allocated, to change the culture of computing within the Government of the United States Virgin Islands by leveraging innovative technology solutions to facilitate the business of government in a citizen centric environment.

Our goals are to:

1. Improve the Transparency of Government
2. Improve the Efficiency of Government
3. Increase the Revenue Generation Capacity of Government Agencies
4. Reduce Overall Cost of Government Operations
5. Improve Government Employee Engagement
6. Improve Citizen Engagement
7. Improve the quality of life for residents and visitors to the USVI

We plan to accomplish our goals by utilizing four primary strategies:

- Consolidation
- Collaboration
- Clout
- Change Agent

The Bureau of Information Technology, as the central coordinating Information Technology agency for the Government of the United States Virgin Islands, uses the IT strategic framework to improve operational efficiency and be a strategic asset to our government agency partners and private sector partners. We have prioritized working diligently with our key stakeholders to establish an Information Technology (IT) infrastructure to facilitate efficient government operations. The IT infrastructure is a critical strategic resource to enable departments and agencies to fulfill their operational efficiency mandates.

Below is a list of specific projects that the Bureau is currently working on. We are currently reviewing, costing and prioritizing them in order to focus on the items that are considered priority. If everything is a priority then nothing is a priority.

Funding for FY 2016 might affect some of the items listed. Thus, prioritization is critical at this time.

Bureau of Information Technology Projects

1. Email Consolidation Project (O365)
2. "vi.gov" Network Consolidation
3. Act 6634 Compliance
4. OMB Digitization Project
5. Video Surveillance Implementation Project
6. DHS Digitization Project
7. BIT St. Thomas Office Relocatrion
8. Datacenter Consolidation Project
9. vBlock Expansion Project
10. Implementation of Microsoft Azure
11. BIT Newsletter
12. Video Conference for St. Croix Cabinet Chambers
13. Tower Site Enhancement Project
14. Intergrated Public Safety Information System (SmartJail)

15. DOH Immunization Project
16. Business Continuity / Diaster Recovery
17. Video Conference Infrastructure
18. Video Conference Bridge
19. Microsoft Office Professional Plus (O365)
20. GVI Consolidated Bandwidth Project (BIT - Government ISP)
21. BMV Solution
22. Enterprise Policy & Procedure Development
23. Telephone Services Consolidation Project (voIP)
24. Enterprise Document Management Implementation Project (HS)

25. Intergrated Enrollment & Eligibility Implementation Project (HS)
26. Transparency Act 7408 Compliance
27. Public Safety Data Network
28. SharePoint Utilization Project
29. Security Program Implementation
30. Gross Receipt Tax Solution
31. Service Manager Implementation - Microsoft System Center
32. Operations Manager Implementation - Microsoft System Center
33. Configuration Manager Implementation - Microsoft System Center
34. IT Staff Consolidation Project
35. GWAN Microwave wireless connects
36. Virgin Islands Virtual Information System Project (VIVIS)
37. Consolidation of Agency Websites
38. Skype for Business Implementation
39. St. Croix Foundation Camera Installation for Christiansted
40. Network Monitoring System
41. DHS VDI (Virtual Desktop Interface) Project

Below is a list of projects and initiatives that the Bureau is currently working:

SHORT TERM GOALS

1. Begin IT Staff Consolidation Project
2. Establish a fully funded Project Management Organization
3. Manage BIR VITAX Project
4. GVI Network Consolidation/Consolidated Bandwidth Provider Project (BIT -Government ISP)
5. Complete Email Consolidation Project (O365)
6. Ongoing Datacenter Consolidation Project
7. Establish Private Cloud as the USVI Government Business Continuity/Disaster Recovery Platform
8. GVI-wide Security Awareness Training
9. Ongoing Expansion of Video Conference Infrastructure
10. Maximum Utilization of Video Conference Bridge
11. Complete Deployment of Microsoft Office Professional Plus (O365)
12. Complete Implementation of Microsoft Azure (Cloud based Infrastructure as a Service)
13. Maximum Utilization of Skype for Business Implementation
14. Ongoing Consolidation of USVI Government Agency Websites
15. Enterprise Policy & Procedure Development & Training
16. Transparency Act 7408 Compliance (Socrata Project)
17. Ongoing SharePoint Utilization Project
18. GWAN Microwave wireless connects
19. DHS VDI (Virtual Desktop Interface) Project

MEDIUM TERM GOALS

20. St. Croix Foundation Funded Camera Video Surveillance Project
21. BIT St. Thomas Office & Datacenter Relocation
22. Public Safety Broadband Network Implementation Project (FirstNet Program)
23. Ongoing Act 6634 Compliance
24. IT Staff Consolidation Project
25. Ongoing "vi.gov" Network Consolidation
26. Video Conference Functionality Implementation for St. Croix Cabinet Chambers
27. Telephone Services Consolidation Implementation Project
28. Service Manager Implementation - Microsoft System Center
29. Operations Manager Implementation - Microsoft System Center
30. Configuration Manager Implementation - Microsoft System Center
31. Security Program Implementation
32. Department of Health Immunization Project Implementation

LONG TERM GOALS

33. Act 6634 Compliance Completion
34. IT Staff Consolidation Project Completion
35. FirstNet Initiative Program Completion
36. Gross Receipt Tax Solution Completion
37. Virgin Islands Virtual Information System Project (VIVIS)
38. Virgin Islands Benefits Eligibility System Completion (VIBES)

CURRENT CHALLENGES/CONCERNS

1. BIT is currently managing a portfolio with over 30 initiatives and projects with 19 total team members which includes six (6) for Information Technology, four (4) for Emergency Communications, and one (1) for project management.
2. Funding the completion of the Office 365 Government-wide (VIPD, DOL, BOC, & BIR)
3. Securing additional funding for relocating BIT before consolidating of IT staff can occur
4. Timely completion of GVI Consolidated Bandwidth Project (BIT-Government ISP) with our current staffing level
5. Securing of funding to complete the Tower Site Enhancement Project (911 Communication System)
6. Shortfall in FY 2016 Funding for Professional Service Contract (V-Block & Agencies expansion), BIT GWAN-Volume Licensing (Azure) , Overtime Services for IT Staff, Utilities (Electricity), Travel & Rental of Office Space.
7. Replacement of Fleet for BIT vehicles (eight to nine years old vehicles).
8. Additional funding for Training of in-house staff
9. Obtaining funding for the Security equipment for Government owned tower sites
10. Funding the Government-wide security awareness program.

Breakdown of Agencies and Applications/Services on the VBlock Servers

Agency	Application/Service	Status	# of Virtual Machines
BIT - Enterprise IP Phone (Avaya)	Enterprise Phone System	Live/Production	4
Bureau of Correction	Smart Jail	Development	2
Bureau of Information Technology	Agency AD Management	Live/Production	1
Bureau of Information Technology	Polycom Conference Bridge	Live/Production	7
Bureau of Information Technology	MS System Center Suite	Live/Production	13
Bureau of Information Technology	VI.GOV Websites	Live/Production	3
Bureau of Information Technology	Certificate Authority	Live/Production	1
Bureau of Information Technology	Director Server	Live/Production	1
Bureau of Information Technology	Security System (Video)	Live/Production	1
Bureau of Information Technology	Secure File Transfer Protocol	Live/Production	1
Bureau of Information Technology	Exchange Hybrid Environment	Live/Production	2
Bureau of Information Technology	Office 365 Services	Live/Production	3
Bureau of Information Technology	Radius Server Active Directory	Live/Production	1
Bureau of Information Technology	Active Directory DC	Live/Production	1
Bureau of Information Technology	Azure Dev Server	Development	1
Bureau of Internal Revenue	Excise Tax Online Web Portal	Development	6
Bureau of Motor Vehicle	Imaging Server	Development	1
Department of Finance	ERP BackUp DB	Live/Production	1
Department of Health	Immunization	Development	6
Department of Human Services	Enterprise Document Mgmt Solution	Pilot	8
Department of Human Services	DSNAP	Development	1
Department of Human Services	ECAP	Pilot	2
Department of Human Services	VI Benefits Enrollment Services	Development	5
Division of Personnel	Retro Services	Live/Production	2
Division of Personnel	Imaging Server	Live/Production	1
Division of Personnel	Health Insurance	Live/Production	1
Office of the Governor	Enterprise File	Live/Production	1
Office of the Lieutenant Governor	Property Tax Online Payment	Live/Production	8
Office of the Lieutenant Governor	Secretary of State Knowledge Base	Live/Production	4
PERB	File SRV	Live/Production	1
VI Fire Services	Territorial Fire Program	Development	1

Total Number of Agencies
 12

Total Number of Servers
 91

There are currently a total of **91 servers** that are being used to run the various software applications that connect Agencies to the BIT Enterprise Services/Solutions. The **twelve (12) agencies** that are listed in the chart above have specific applications that are housed in the BIT Datacenter.

USVI Bureau of Information Technology O365 Savings Matrix

All Agencies that utilize Enterprise licenses to access Microsoft Office 365 (O365) on the VBlock Servers are listed in the following table:

USVI Bureau of Information Technology O365 Savings Matrix				Total Current Monthly Savings:	\$ 63,000
				Total Potential Monthly Savings:	\$ 102,000
BUREAU OF INFO TECH	LEPC	LICENSING & CONSUMER AFFAIRS	PUBLIC EMPLOYEE'S RELATIONS BOARD	PUBLIC WORKS	
Total Savings: \$ 410	Total Savings: \$ 266	Total Savings: \$ 1,473	Total Savings: \$ 241	Total Savings: \$ 6,200	
BOARD OF ELECTIONS	AGRICULTURE	BUREAU OF MOTOR VEHICLES	FIRE SERVICES	HOUSING, PARKS & RECREATION	
Total Savings: \$ 362	Total Savings: \$ 652	Total Savings: \$ 1,521	Total Savings: \$ 5,818	Total Savings: \$ 1,000	
OFFICE OF COLLECTIVE BARGAINING	OFFICE OF MANAGEMENT & BUDGET	OFFICE OF THE ADJUTANT GENERAL	OFFICE OF THE GOVERNOR	OFFICE OF VETERAN AFFAIRS	
Total Savings: \$ 169	Total Savings: \$ 1,400	Total Savings: \$ 217	Total Savings: \$ 2,631	Total Savings: \$ 1,000	
PROPERTY & PROC	PUBLIC DEFENDER'S OFFICE	VITEMA	HEALTH	LT GOVERNOR	
Total Savings: \$ 1,328	Total Savings: \$ 845	Total Savings: \$ 2,124	Total Savings: \$ 10,815	Total Savings: \$ 3,900	
PERSONNEL	TOURISM	PLANNING AND NATURAL RESOURCES	HUMAN SERVICES	FINANCE	
Total Savings: \$ 966	Total Savings: \$ 797	Total Savings: \$ 5,142	Total Savings: \$ 9,777	Total Savings: \$ 1,000	
JUSTICE	LABOR	INTERNAL REVENUE BUREAU	VI POLICE DEPARTMENT	BUREAU OF CORRECTION	
Total Savings: \$ 3,718	Total Savings: \$ 3,452	Total Savings: \$ 3,138	Total Savings: \$ 24,140	Total Savings: \$ 7,200	
VIRGIN ISLANDS TAX/CAB COMMISS	VI INSPECTOR GENERAL	BOARD OF EDUCATION			
Total Savings: \$ 169	Total Savings: \$ 314	Total Savings: \$ 314			

Legend

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 Departments not utilizing O365 = Potential Savings
-
 Departments utilizing O365 = Current Savings

The chart represents savings that Agencies benefit from utilizing the Office 365 in the case of Email Consolidation. Office 365 also provides the office automation and collaboration tools necessary for agencies to efficiently perform their assigned duties. Twenty-six (26) out of thirty-three (33) executive branch agencies are using Office 365. There are four (4) remaining agencies that are not using the USVI government's centralized email system. The BIT Datacenter infrastructure provides the connection for agencies that are integrated with the network and allows the provision of resources to all agencies that are connected.

First Responder Network Authority (FirstNet)

First Responder Network Authority (FirstNet) is an independent authority within NTIA created to provide emergency responders with the first nationwide, high-speed, broadband network dedicated to public safety. FirstNet VI is the territory's participation in a 100% federally funded FirstNet State and Local Implementation Grant Program (SLIGP).

At this current time, the following are the upcoming events for 2016 for FirstNet VI:

Date	Event	Location	Purpose
March 3rd	SPOC Kick-off Meeting	BIT St. Croix	FirstNet Regional Team to sit with the SPOC and set the tone for this year's goals and objectives
March 3rd	FirstNet Outreach	BIT offices on St. Croix & St. Thomas	Targeted outreach with Homeland Security Committee (HSC) and new Interoperability Board members
April 12-14	SPOC Meeting	Reston VA	Bi-annual Nationwide SPOC meeting
April 22	PEIS Environmental Impact Meeting	TBA	Town-hall (public) meeting discussing the likely impacts of the deployment and operation of the nationwide public safety broadband network on the natural and human environment
June -August	FirstNet Outreach	TBA	FirstNet will hold an Executive Education and Outreach Session with Governor and his team, the Legislature, and major stakeholders
August-December	2 nd Consultation	(TBA)	FirstNet will hold an Executive level consultation meeting with the Governor and his team, the Legislature, and the HSC

FirstNet was created to be a force-multiplier for first responders – to give public safety 21st century communication tools to help save lives, solve crimes and keep our communities and emergency responders safe. To do that, FirstNet will build a new Band Class 14 network designed to be reliable, functional, safe and secure, and provide optimal levels of operational capability at all times. I would like the opportunity at a future date to present an education and outreach session on FirstNet to the legislative body.

Agencies Currently Connected to VINGN

Agency	Agency Locations	Status	Comments
1. Agriculture	3 locations		All locations
2. Bureau of Internal Revenue	14 locations		7 No, 6 Yes, 1 N/A
3. Bureau of Information Technology	3 locations		All locations
4. Bureau of Corrections	4 locations		All locations
5. Department of Human Services	16 locations		5 No, 11 Yes
6. Department of Finance	2 locations		All locations
7. Department of Justice	4 locations		All locations
8. Department of Planning and Natural Resources	13 locations		8 No, 5 Yes
9. Department of Property and Procurement	5 locations		3 No, 2 Yes
10. Department of Public Works	3 locations		All locations
11. Office of the Governor	4 locations		All locations
12. Office of the Lieutenant Governor	10 locations		All locations
13. Office of Collective Bargaining	2 locations		1 Yes, 1 N/A
14. Office of Management and Budget	2 locations		1 Yes, 1 No
15. Office of Veterans Affairs	2 locations		All locations
16. Office of the Inspector General	2 locations		All locations
17. Department of Labor	4 locations		2 Yes, 2 N/A
18. Fire Services Department	15 locations		All locations
19. Virgin Islands Territorial Emergency Management	4 locations		3 Yes, 1 No

LEGEND

CONNECTED
NOT CONNECTED
SOME CONNECTED

The Bureau of Information Technology could not have achieved this level of success without the continued support of the Governor and the Government House team, the Director of OMB and the Office of Management and Budget team, Commissioner of Property & Procurement team, and Attorney General and his team. In addition, BIT would not be successful without the support of all our agency collaborators.

In conclusion, I would like to thank the nineteen (19) hard working committed team members at the Bureau of Information Technology without whom none of our accomplishments would be possible. They have been results-oriented, collaborative, innovative, driven and supportive of each other. I am proud to be a member of the BIT team.

Thank you, Economic Development, Agriculture and Planning Committee Chair Senator Janette Millin Young and the other members of the 31st Legislature for giving us this opportunity to testify on the Bureau's Operation. I trust that you will give the Bureau your continued support. My staff and I are available to answer any questions you, Members of the Committee on Economic Development, Agriculture and Planning and other Senators may have with respect to the Operations Update I have presented today.