E-Communications
and Organizational Efficiency
in Virginia

Dave Burhop
Deputy Commissioner/CIO
Virginia DMV
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Government Reform - Executive Order #2

" Accordingly, by virtue of the authority vested in me as Governor under Article V of the Constitution of Virginia and under the laws of the Commonwealth, including but not limited to Section 2.2-134 of the Code of Virginia, and subject always to my continuing and ultimate authority and responsibility to act in such matters, I hereby establish the Governor's Commission on Government Reform and Restructuring ("Commission").

1) The Commission will conduct a thorough review of Virginia state government:

· 2) Identify opportunities for creating efficiencies in state government, including streamlining, consolidating, or eliminating redundant and unnecessary agency services, governing bodies, regulations and programs;

3) Explore innovative ways to deliver state services at the lowest cost and best value to Virginia taxpayers;

4) Seek out means to more effectively and efficiently perform core state functions, including potential privatization of government operations where appropriate, and restore focus on core mission oriented service; and

5) Examine ways for state government to be more transparent, user friendly and accountable to the citizens of the Commonwealth."

The Problems

- Feds (HHS) estimates 16% of Virginia Medicaid Eligibility records are in an "error" status

  > Represents hundreds of millions of dollars
  > Pressure on states by Feds to correct the problem
  > Eligibility fraud continues to grow

- Duplicative Processes

  > Eligibility processes performed by multiple agencies
  > Budget deficit can no longer support duplication

- No fully automated Commonwealth level communication exists between agencies for authenticating a citizen's identity
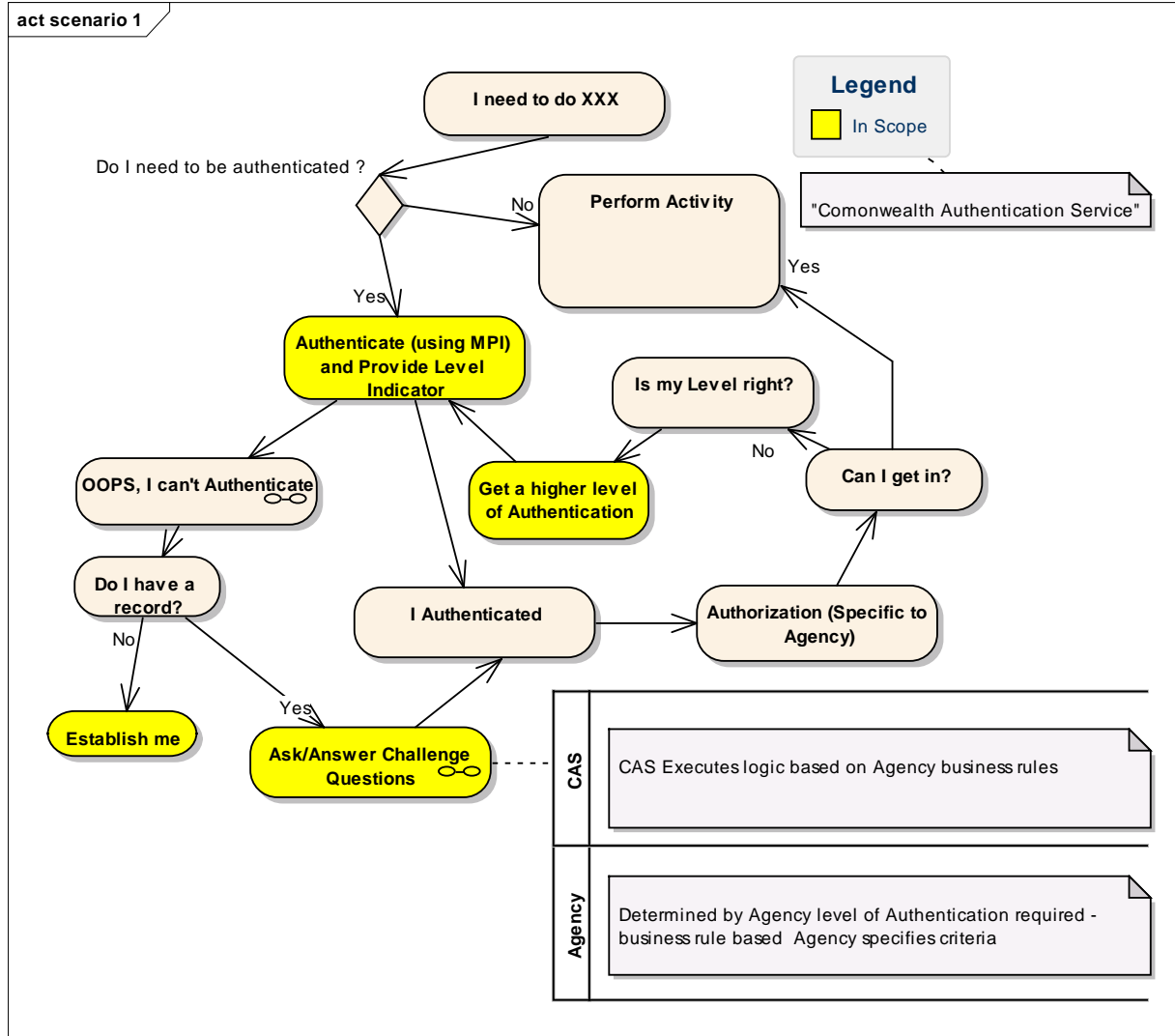
Partnerships Formed

- Commonwealth's Secretary of Health and Human Resources (HHR) reaches out to DMV for assistance

- DMV has the "Golden Record"… but how golden is it?

- High level needs identified

- DMV agrees to build an automated authentication mechanism/service for the state involving four agencies:
  > DMV
  > Social Services (DSS)
  > Virginia Medicaid (DMAS)
  > Virginia Information Technologies Agency (VITA)

Commonwealth Authentication Services (CAS)
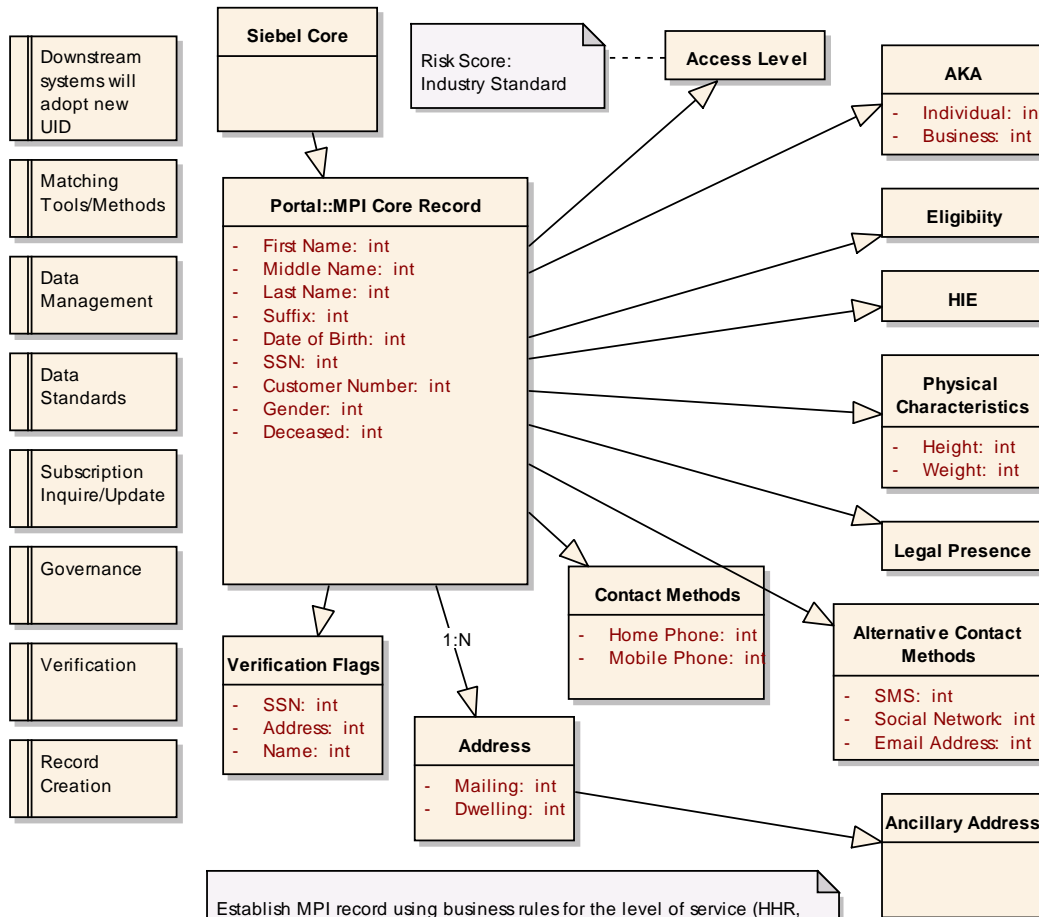
- Committees formed:

  > Process Workflow
  > Master Person Index (MPI)/MDM (Database)
  > Standards
  > Multi-agency representation (business and IT)

- Pilot with Virginia Social Services (10 month development)

- Designed and developed for use by ALL state agencies

- Database includes citizen data and business/provider data

- Must be designed with Health Information Exchange (HIE) in mind
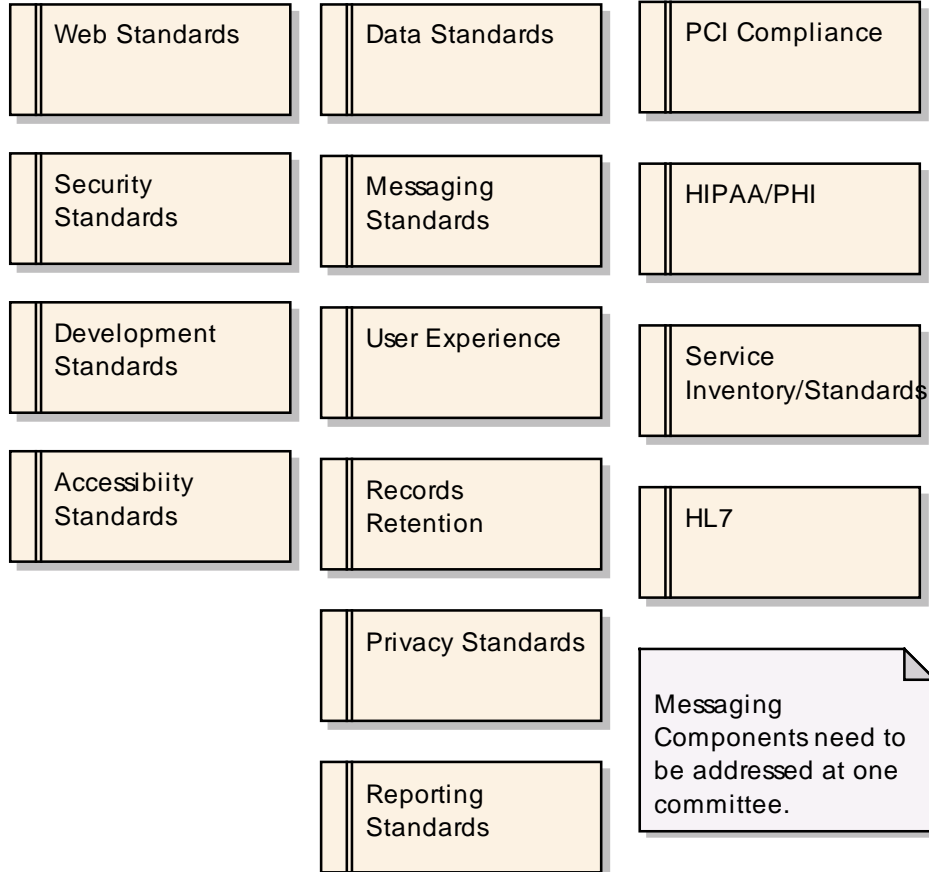
Process Workflow

MPI/MDM

Standards

req Standards

- Web Standards
- Data Standards
- PCI Compliance
- Security Standards
- Messaging Standards
- HIPAA/PHI
- Development Standards
- User Experience
- Service Inventory/Standards
- Accessibiity Standards
- Records Retention
- HL7
- Privacy Standards
- Reporting Standards

Messaging Components need to be addressed at one committee.

Department of Motor Vehicles

CAS Technologies

- SOA tools

- External agencies will connect via web services

- Configured using Oracle Siebel, Oracle Policy Automation (OPA), Oracle Adaption Authentication Manager (OAAM), Oracle Identity and Access Manager (IAM), through the Oracle Enterprise Service Bus (ESB)

- MPI/MDM will be a procured, COTS product

CAS Funding

- Medicaid Grant

- Health Information Exchange (HIE)

- VA. Productivity Investment Fund

- Federal OMB

Additional Commonwealth Authentication Initiatives

- **Interstate Authentication**

- **Participation with the National Strategy for Trusted Identities in Cyberspace (NSTIC)**

    > **Focus on Government and Commercial**
    > **Privacy Component**
       1) non-traceability
       2) non-linkability
       3) minimal disclosure

- **E–notaries and E-signatures**

Nationwide Effort to Advance the Standards/Technology

- National Association of State CIOs (NASCIO)

- Smart Card Alliance

- Many identity vendors pushing <u>real</u> hard

Thank you

Dave Burhop

dave.burhop@dmv.virginia.gov

804-367-0672