

2016-18 Executive Progress Report

**Commonwealth of Virginia
Secretary of Administration**

Department of General Services

At A Glance

The Department of General Services (DGS) is a service agency supporting the mission of governments by delivering quality, cost-effective, timely, safe and secure laboratory, engineering and architecture, procurement, real estate, vehicle management, and graphic design services, while also serving businesses and citizens.

Staffing 595 Salaried Employees, 92 Contracted Employees, 657.5 Authorized, and 9 Wage Employees.

Financials Budget FY 2017, \$237.42 million, 8.32% from the General Fund.

Trends Legend ↑ Increase, ↓ Decrease, → Steady

Key Perf Areas ↑ Alternative Fuels
↑ eVA Electronic Procurement
→ Laboratory Services
↑ EO 20 Training

Productivity Legend ↑ Improving, ↓ Worsening, → Maintaining

For more information on administrative key, and productivity measures, go to www.vaperforms.virginia.gov

Background and History

Agency Background Statement

The Department of General Services (DGS) is a service agency supporting the mission of government by delivering quality, cost effective, timely, safe and secure services. An agency with more than 600 employees, it is responsible for providing laboratory, procurement, real estate, vehicle management, graphic design, engineering and architectural services, mail services at the seat of government, and surplus property services. Primarily serving state agencies, institutes of higher education, local governments, and nonprofits; the Department of General Services also serves the businesses and citizens of Virginia. Refer to the Code of Virginia §2.2-1100 and subordinate Code Sections thru §2.2-1181.

The Department of General Services' vision is to be seen by our customers as a key partner in enabling their success to achieve the common goal of being the best managed state in the nation.

Major Products and Services

Laboratory and Analytical Testing Services – The Division of Consolidated Laboratory Services (DCLS) serves as Virginia's public health, environmental, agricultural and consumer protection laboratory providing 24/7 analytical testing support to hundreds of public and private customers including local, state and federal agencies. DCLS' core laboratory support functions include emergency response and public safety, newborn screening, disease prevention and outbreak response, environmental health and consumer protection, food safety and security, training and education, laboratory certification, quality assurance and safety, and integrated data management.

Engineering, Architectural, and Facility Management Services - The Division of Engineering and Buildings (DEB) provides building management, operation, maintenance, security, construction, and renovation services for state-owned facilities at the seat of government. Through its Bureau of Capital Outlay Management (BCOM) it provides professional review and expertise regarding construction procurement and engineering, serving as the Building Official for the majority of state facilities. Additionally, through its Bureau of Facilities Management (BFM) it provides convenient, safe, clean, and structurally sound parking facilities near Virginia's Capitol Square for state employees and contractors. DEB also provides capital budget development support to the Department of Planning and Budget and cost review services to support the Six-Year Capital Outlay Plan Advisory Committee.

Procurement and Distribution Services - The Division of Purchases and Supply (DPS) provides electronic procurement services to state agencies, localities, and institutions of higher education. This includes operating and maintaining eVA, Virginia's statewide electronic procurement system.

This also includes the establishment of non-technology statewide contracts, providing customer assistance and procurement training, assisting state agencies with the application of the Virginia Public Procurement Act (VPPA), and distributing goods to agencies through the operation of the Virginia Distribution Center (VDC).

Real Estate Management Services - The Division of Real Estate Services (DRES) strategically manages the Commonwealth's broad portfolio of leases, disposes of unused assets and oversees other real estate transactions, such as property purchases and non-surplus conveyances including grants of easements. With recent Code changes, DRES also maintains real estate records through a new software system, COVA Trax, of title and data on land, buildings and leases and reviews and reports on the utilization of facilities.

Vehicle and Fuel Management Services - The Office of Fleet Management Services (OFMS) provides vehicle management services to state agencies and localities, including vehicle maintenance and emergency services, the operation of the State Motor Fuel Program, and the conversion of state vehicles to alternative fuels.

Graphic Design Services - The Office of Graphic Communication (OGC) provides printing and internet media communication services to state agencies, institutions of higher education, local governments and non-profit organizations. The office provides graphic design (concept, copywriting, photography, illustrations) with a focus on brand identity, project management and procurement consultation for projects including promotional, informational and public educational campaigns; economic development and travel publications; logos and complete identity systems; annual and program reports; brochures and booklets; and website design and development.

State and Federal Surplus Property Services - The Office of Surplus Property Management (OSPM) operates the state and federal surplus property programs, including the collecting, disposing, and selling of state and federal surplus items (e.g. vehicles, desks, chairs, etc.).

Seat of Government Mail Services - State Mail Services (SMS) provides centralized mail processing for state agencies at the seat of government in and around the Richmond metropolitan area.

Customers

Customer Summary

The Department of General Services provides support services enabling state agencies, local governments, institutes of higher education, and non-profits to focus on their core missions. The agency also reaches out to businesses and provides services to the citizens of Virginia.

As the State Motor Fuel Program, the electronic procurement system, and the state and federal surplus property programs continue to grow the number of local government entities that utilize the agency's services will increase. The Laboratory Information Management System (LIMS) continues to improve the lab's everyday activities by increasing the effectiveness of its response to customers. The management of the Commonwealth's real estate portfolio remains steady with facility forecasting for state agencies, and there is an increased effort to minimize the cost for office space leased for Executive Branch agencies.

The Commonwealth's Small, Women-owned, and Minority-owned business initiative, public-private partnerships, and strategic sourcing will continue to expand, and efforts will be made to work more closely with the business community.

Customer Table

Predefined Group	User Defined Group	Number Served Annually	Potential Number of Annual Customers	Projected Customer Trend
Local or Regional Government Authorities	District of Columbia - Laboratory Services	1	1	Stable
Local or Regional Government Authorities	Local Governments (partners in certain real estate transactions)	110	194	Increase
Local or Regional Government Authorities	Local Governments that purchase the services of the OFMS Vehicle Management Control Center (VMCC)	5	0	Stable
Local or Regional Government Authorities	Local Governments that use the OFMS State Motor Fuel Contracts	114	194	Stable
Local or Regional Government Authorities	Local Health Departments	112	112	Stable
State Agency(s), Other States	Other States: CA, WA, HI, OH, NC, MD, TX, WV, DE, PA using Laboratory Services	10	50	Stable
State Agency(s),	Virginia agencies and institutions using Laboratory Services (VDAS, DOC, etc.)	112	112	Stable
Non-Profit Agency (Boards/Foundations),	Private non-profit Institutions of Higher Education and certain Charitable corporations with 501 (c) (3) status using Virginia Distribution Center	20	20	Stable
Local or Regional Government Authorities	Public/Private Water Works using Laboratory Services to ensure safe drinking water	2,740	3,800	Stable
State Agency(s),	Agencies' visitor parking (daily) Potential unknown	3,200	0	Stable
State Agency(s),	State agencies using DGS Facilities	50	50	Stable
State Agency(s),	Department of Corrections (main and satellite locations) using DPS applications/services	207	207	Stable
State Agency(s),	Department of Behavioral Health & Developmental Services facilities	19	19	Stable
State Agency(s),	DGS Business Units and Divisions served by state mail services	15	15	Stable
Employee	State employees, contractors (users of office/work space) state-wide	110,754	110,754	Stable
State Government Employee	DGS Employees using state mail services, fiscal and human resource services	604	604	Stable
Tourist	General Public - Visitors to State Facilities managed by DGS Potential unknown.	1,500,000	0	Stable
Business and Finance	Landlords/Agents/Property Managers	424	1,202	Increase
Business and Finance	Various architects, engineers, designers, contractors, consultants, and other professionals working with BCOM	100	100	Stable
Contract Employee	Contractors (quantity not precisely known)	1,000	1,000	Stable
Federal Agency	Federal Agencies (EPA,CDC, FDA, FBI, US Dept. of Agriculture, NASA, etc.) Laboratory Services	15	0	Increase
General Assembly	Legislative Members	140	140	Stable
Health Care	Hospitals and birthing centers	96	0	Stable
Health Care	Private Laboratories	400	400	Stable
Health Care	Public Laboratories	2	2	Stable

Higher Education Institutions	Colleges & Universities (main and satellite campuses) served by Virginia Distribution Center	174	174	Stable
Contract Employee	Month to month non-state employees (contractors and contractual obligations)	650	800	Stable
Local or Regional Government Authorities	Independent Authorities (MWAA, FMA, REDA)	2	0	Stable
Local or Regional Government Authorities	Local government courthouse evaluations	2	0	Stable
State Agency(s),	State Agencies and institutions (primary real estate customers)	96	187	Stable
State Agency(s),	State agencies and institutions that lease vehicles through OFMS	156	175	Stable
State Agency(s),	State agencies and institutions that purchase the services of the OFMS Vehicle Management Control Center	35	175	Increase
State Agency(s),	State Agencies in all branches of state government using BCOM Building Official Functions	60	100	Decrease
State Agency(s),	State agencies that use Enterprise Car rental contract.	143	175	Increase
State Government Employee	State employees & contract employees in Capitol Square Complex using DGS facilities, State Mail Services, Parking, and eProcurement	7,800	7,800	Decrease
Citizens/Employees	Building occupants who benefit from BCOM reviews	1,000,000	1,000,000	Stable
State Government Employee	State employees statewide at metro-Richmond locations, not at the seat of Government, in DGS Facilities	900	1,200	Stable
Business and Finance	Vendors registered on statewide eProcurement system. Potential unknown.	96,000	0	Increase
Health Care	Private physicians/certified midwives	5,014	0	Stable
Higher Education Institutions	Colleges and universities using Division of Consolidated Laboratory Services	48	48	Stable
Resident	Citizens of the Commonwealth served by Division of Consolidated Laboratory Services	8,260,000	8,260,000	Stable
Local or Regional Government Authorities	Local governments in Virginia using Laboratory Services	521	0	Stable
Business and Finance	Well drilling companies in Virginia using Laboratory Services	35	35	Stable
Voter	State Board of Elections - DGS State Mail Services provides support for mailing of election materials to citizens, registrars and localities throughout the Commonwealth	5,276,993	5,276,993	Stable
Consumer	Purchasers of Flags, U. S. and Virginia, to be flown over Virginia State Capitol for special occasions	750	0	Stable

Finance and Performance Management

Finance

Financial Summary

The Department of General Services has an annual operating budget of approximately \$232 million: \$20.8 million (9 percent) is provided by the General Fund; \$167million is internal service fund revenue from services provided to other state agencies.

Fund Sources

Fund Code	Fund Name	FY 2017	FY 2018
01000	General Fund	\$19,748,515	\$19,911,686
02060	Statewide Contract Vndr Rebate	\$2,586,896	\$2,586,896
02282	Prcds Of Specific Income Lease	\$0	\$0
02504	Laboratory Services	\$20,000	\$20,000
02615	Va Bus Opp Prog & Public Proc	\$454,307	\$514,347
02700	Parking	\$4,902,897	\$4,902,963
05010	Consolidated Laboratory Srvcs	\$9,803,775	\$9,804,866
05020	Fed Safe Drnkng Wtr Test Prcds	\$1,742,995	\$1,743,369
05050	Eva Procurement Program	\$20,906,563	\$21,003,471
06010	Real Estate Services	\$66,371,733	\$65,971,733
06020	Graphics Communication	\$145,600	\$145,600
06030	State Surplus Property Program	\$1,573,928	\$1,574,380
06040	Dgs Maintenance & Repair Proj	\$41,499,377	\$41,503,124
06050	Federal Surplus Property Prgm	\$606,796	\$606,840
06060	Deq Analytical Testng Services	\$4,727,650	\$4,727,985
06070	Bureau Of Cap Outlay Managemnt	\$4,737,063	\$4,737,932
06100	Fleet Management	\$19,004,522	\$19,005,140
06194	Internal Service-Dgs	\$32,196,261	\$32,196,940
10000	Federal Trust	\$6,395,378	\$6,396,352

Revenue Summary

Because of the Department's multiple business lines, revenue is derived from a significant number of sources.

Performance

Performance Highlights

eVA - Virginia's Electronic Procurement System:

eVA, the statewide electronic procurement system for the Commonwealth, leverages buying power, achieves administrative efficiencies, and provides a central portal to businesses for procurement opportunities that increases competition and delivers best quality and best value for state agencies, institutions of higher education, and local governments. As of June 30, 2016, there were 925 local government entities and 244 state agencies and institutions using eVA. In Fiscal Year 2016, eVA saved \$30 million through the establishment and/or renewal of more than 300 statewide and agency-specific contracts. As of June 30, 2016, eVA surpassed \$64 billion in purchases of goods and services since the program's inception in 2001.

The division also delivered vendor outreach training programs designed to educate Small, Women-owned, and Minority-owned businesses on registration in eVA and other business opportunities, as outlined in Executive Order 20. In Fiscal Year 2016, more than 13,000 SWAM-certified vendors were registered in eVA.

Real Estate Management:

Managing the state's property as a real estate portfolio allows the state to more efficiently allocate space, resulting in millions of dollars in savings and cost avoidance. There are 11,976 state-owned buildings with a total square footage of 128,208,475, and 1,088 state-owned tracts of land documented and managed by the agency's real estate information system. As of September 2016, there were 2,040 administered and non-administered building leases. DRES reviews requests for leased office space from agencies and institutions and assists them in developing space programs that meet their business needs and are efficiently designed and competitively negotiates lease terms according to current market conditions in order to minimize the occupancy costs for the Commonwealth. Since 2005, DRES' involvement in agency lease transactions has resulted in cumulative savings and cost avoidance of \$137 million.

Laboratory Services:

The Division of Consolidated Laboratory Services performs over 7 million tests to identify metabolic and hereditary disorders in newborn children, infectious agents in humans, animals and food samples, and toxic contaminants in the air we breathe, water we drink and food we eat. Each year, DCLS trains over 5,000 scientists, certifies nearly 400 laboratories, transports and accessions over 1 million samples, and prepares and distributes over 300,000 test collection kits across the Commonwealth. DCLS is accredited by CLIA for human testing, NELAP for environmental testing and in 2017 was granted ISO17025 accreditation for the testing of food samples.

Engineering & Buildings

Through its two bureaus, the Division of Engineering and Buildings administers the Commonwealth's capital outlay program and operates approximately 6.5 million square feet of state-owned facilities and properties at the seat of government. DEB's Bureau of Capital Outlay Management (BCOM) provides support to the Director of DEB in his legislatively-mandated role as the Building Official for construction on state property. Specifically, BCOM reviews and approves building plans and specifications for compliance with the Virginia Uniform Statewide Building Code and other technical and procurement requirements. BCOM also provides project cost review services to assist the Department of Planning and Budget and the General Assembly with the capital budgeting process. DEB's Bureau of Facilities Management (BFM) provides building management, operation, maintenance, security, construction, and renovation services for executive, legislative and judicial agencies located in DGS-managed facilities. BFM also provides over 7,000 parking spaces proximate to Capitol Square through its parking program.

In FY16, the division completed renovation of the Barbara Johns Building (formerly the Ninth Street Office Building), Monroe's Tomb and the Washington Equestrian Monument. DGS has begun planning for construction, renovation, and associated coordination of tenant location within historic state buildings on Capitol Square. These projects include the renovation of Old City Hall, a National Historic Landmark, and the construction of a new General Assembly Building and parking garage.

Selected Measures

Measure ID	Measure	Alternative Name	Estimated Trend
19482302.002.001	Gallons used of alternative fuels (E-85, propane, natural gas) and advanced propulsion technologies (electric)	Alternative Fuels	Improving
M194SA12001	Number of local government public bodies using eVA annually	eVA Electronic Procurement	Improving
19472604.001.001	Percent of accurate laboratory test results	Laboratory Services	Maintaining
194.0006	Provide assistance to DSBSD and participate in outreach with local business groups, chambers of commerce, and other appropriate organizations to develop a diverse vendor base vendor outreach training program required in Executive Order 20.	EO 20 Training	Improving
194.0003	Minimize cost for office space leased by DRES for Executive Branch state agencies.	Real Estate	Maintaining

Key Risk Factors

The Department of General Services provides numerous diverse services and products to government agencies, businesses, and citizens. With the variety of services and products offered, the agency faces many risk factors.

Implementation of New Statewide Initiatives and Changes to Regulations and Policies: As new initiatives at the local, state, and federal levels are launched the agency must make adjustments in the allocation of its resources. As a result of new initiatives the workload and customer base could increase, which could require additional funding. Changes in regulations, policies and procedures can be difficult for an agency to effectively implement without increasing resources. Changes in administrations effect the agency due to the implementation of new business processes brought in by the new administration. The changes in business processes and procedures slow down progress due to the training required to fully educate staff. This also may affect the agency's goals and require a redirection of resources.

Recruitment and Retention of Agency Workforce: The Department of General Services' workforce is aging with 28% of its employees eligible to retire within 5 years. This demands active succession planning and training programs.

Many of the agency's responsibilities require highly skilled staff with expert knowledge. Also, state law requires some vocations to maintain mandatory professional licensure and/or certification. The increase in demand for qualified experienced, highly skilled and/or licensed professionals has the potential to reduce the effectiveness of the agency in achieving its objectives because of the time required to recruit and train. In addition, retaining these highly skilled workers is challenging due to the larger wages that may be available in the private or federal government sectors.

The increasing need to maintain aging structures while learning new skills in order to monitor and maintain newly constructed buildings will have a significant impact on hiring and retaining qualified trades workers. The Trades and Labor vocational group, the second largest overall population in the agency, are primarily assigned to maintaining increasingly technical and complicated building systems: air handling equipment, electronic safety and access systems and predictive maintenance software. In order to maintain a qualified technician/craft worker population, the agency will be required to sponsor apprentice programs and career progression programs.

With the advanced training required for scientists and engineers, it is becoming increasingly difficult to attract and maintain this specialized workforce. Experienced engineers and laboratory scientists are integral to helping to fulfill the agency's core mission. However, external competition for qualified scientists and engineers, as well as limited funding to support competitive salaries, creates a shortage.

The Office of Graphic Communications customer base is dependent on state and federal funding for projects, which varies annually. This makes managing this internal service fund difficult by not knowing work volume during a fiscal year.

Agency Statistics

Statistics Summary

Comprised of eight business units, including four divisions, the Department of General Services provides numerous services. The Division of Consolidated Laboratory Services (DCLS) conducts more than 7 million analytical laboratory tests a year. DCLS tests every child born within the Commonwealth for 28 disorders as part of the Newborn Screening Program.

The Division of Engineering and Buildings (DEB) operates and maintains about 6.45 million square feet of buildings and grounds at the seat of government, which includes the Governor's Mansion and the State Capitol.

The Division of Purchases and Supply (DPS) oversees the operation of the electronic procurement system, eVA. Since the beginning of the program in 2001, over 7.6 million purchases have been processed yielding orders in excess of \$64 billion from approximately 13,700 government users.

The Division of Real Estate Services (DRES) oversees the state-owned portfolio of land and buildings, which includes 425,000 acres of land in over 1,000 locations; 11,151 buildings; and 129 million square feet of space.

The Office of Fleet Management Services (OFMS) oversees about 4,000 vehicles in the Commonwealth's central fleet. It also operates the State Motor Fuel Program and is leading the implementation of converting state vehicles to alternative fuels.

Statistics Table

Description	Value
Number of Laboratory Tests Conducted Annually	7,000,000
Square footage of buildings operated and grounds maintained at the seat of government	6,450,000
Spend through eVA	64,000,000,000
Number of buildings in the State-owned real estate portfolio	11,976
Number of vehicles in the centrally managed state fleet	4,000
Acres of state-owned land in the real estate portfolio	425,481

Management Discussion

General Information About Ongoing Status of Agency

Procurement Services

eVA, Virginia's statewide electronic procurement solution, continues to enhance functionality. In FY16, eVA added Federated Identity Management, which supports single user sign-on and eliminates the requirement for users to maintain a separate eVA sign-on; introduced dynamic eForms for establishing and routing requests and approvals for goods and services; added capability to conduct construction procurement surveys; expanded eMail functionality to support receive by amount; and launched Business to Business (B2B) Connect, a tool for prime contractors to advertise their search for subcontractor services, which supports the objectives of Executive Order 20 to enhance opportunities for small, woman and minority-owned businesses. Enhancement efforts will continue through 2017. eVA has more than 96,000 vendors registered, 13,700 government users, 983 product catalogs, and offers access to more than 5 million items.

The Division of Purchases and Supply (DPS) continues to align its contracts, suppliers and staffing to the Commonwealth's strategic categories to better allocate scarce resources, while leveraging functions and staffing toward high value performance that will meet Commonwealth and customer objectives. Further, DPS is developing and managing key strategic category contracts to achieve the best pricing possible and implementing aggressive supplier relationship practices structured to maximize robust and innovative supplier contributions.

Commonwealth's Real Estate Portfolio

Working closely with customers, efforts are made to ensure real estate records and land use plans are kept up-to-date and that surplus real estate is identified. Colocation opportunities, shared spaces and new service delivery options are continually being considered, while still making adjustments to the ever-changing real estate market and technology. These efforts help comprise the agency's real estate management strategy to forecast facility needs more effectively and efficiently in order to meet the short- and long-term needs of the customer.

In January 2015, the agency initiated configuration of an integrated workplace management system (IWMS) to support the management of all state-owned land and improvements, facilities, lease administration, space allocation, transaction status, billing and invoicing in an enterprise environment. The system, known as COVA Trax, became the system of record in early 2016. Expansion of the system has continued into 2017 activating and configuring all modules purchased – Core, Lease, Financial, Transaction, Space, Sustainability and Fixed Assets.

Legislation was introduced during the 2014 General Assembly session to evaluate options for improving the efficiency and accuracy of the Commonwealth's current method of collecting and maintaining the state's property records by consolidating systems used by the agency, Department of Accounts (DOA) and Department of the Treasury (TRS). The data management requirements of DOA and TRS were collected in 2016 and evaluated as a possible solution for the consolidation of systems. The opportunity to consolidate into COVA Trax was verified; however, DOA and TRS did not have sufficient resources to proceed with consolidation at this time.

Bank Street

Pursuant to Item C-52.70 of the 2017 Appropriation Act, DGS will work with the Division of Capitol Police to control Bank Street from 9th to 12th Street while the General Assembly is in session to manage pedestrian needs while the General Assembly is located in the Pocahontas Building due to construction of a new General Assembly Building.

Information Technology

The Information Systems & Services (ISS) Division provides and utilizes technologies that enable the agency to offer a broad spectrum of services to citizens, partner agencies and businesses throughout the Commonwealth. DGS continues to implement technologies that enable web-based and self-directed services. The standard development is JavaScript frameworks or .NET with an Oracle or SQL Server back-end. The ISS team provides a full spectrum of support to over 80 applications including development, quality assurance, security, systems analysis and design, training, ongoing operations, etc. Most of the agency's IT infrastructure is provided by the Virginia Information Technology Agency/Northrop Grumman (VITA/NG). However, DGS ISS supports the agency-managed infrastructure and systems including the Capitol Campus cable plant that provides connectivity to the Information Technology Partnership (ITP) among others, DCLS laboratory instrumentation, Division of Engineering and Buildings building automation systems, and managed print throughout the agency. As the disentanglement with NG progresses the expectation is that DGS will rely more heavily on its own personnel to address issues and assist customers learning new technologies.

DGS applications that support the agency's core business functions and related performance measures include:

- LIMS - a mission-critical laboratory information management system used by the Division of Consolidated Laboratory Services (DCLS) to process and report results for newborn, clinical, environmental and all hazard samples and to monitor compliance with the state's lab certification program. It is configured for 24/7 high availability and uses nationally adopted data standards and coded vocabularies to facilitate structured-based data exchange.
- Rhapsody - used as the data integration engine for the LIMS and facilitates the daily exchange of lab orders and results with state and federal partners, with future plans to exchange data with hospitals, physicians and law enforcement.
- Qualtrax - a web-based system used by DCLS to monitor and track compliance with ISO 17025 standards of accreditation. Through this system the lab's Quality Assurance group can readily provide ISO auditors with reports that demonstrate compliance and provide information on Standard Operating Procedures and Forms, staff competencies, certifications and training records, previous audit findings and the associated corrective action plans, and the lab's instrumentation maintenance and calibration records.
- eVA - the Commonwealth's online system for electronic procurement of goods and services. This web-based vendor registration and purchasing system allows state agencies, colleges, universities and many local governments to conduct all purchasing and sourcing activities for goods and services.
- COVA Trax – combines a SaaS solution with an internally developed web portal to support the Division of Real Estate Services for managing the Commonwealth's broad portfolio of real estate leases, owned property and transaction pipeline, such as property acquisition, surplus real property sales and conveyances including easements. The system contains real estate record details such as deeds, leases, property contacts and financial data for the Commonwealth's land, buildings and real estate leases. The web portal allows outside agencies to report their leases that are not administered by DRES and easily review and update their agency land-use plans.
- AIM - the facility maintenance application used by the Bureau of Facilities Management (BFM) to capture and track work order information related to facility maintenance, repairs and equipment upgrades, including building tenant service requests and ongoing preventive maintenance for properties in the metropolitan Richmond area.
- BITS - the web-based system used by the Bureau of Capital Outlay Management (BCOM) to track building information. This application is used to track plan reviews, building permits, change orders, inspections and issuance of building and occupancy certificates for Commonwealth-funded construction projects. Under BCOM's new electronic review process, BITS also is the intake mechanism for agencies to submit building plans in electronic format.
- AIMS - the capitol area parking system used by Parking Services to track and manage the usage of state-owned/operated parking facilities.
- FEDSURP - the inventory and reporting system used by the Office of Surplus Property Management (OSPM) to track federal surplus property.
- FASTER - the automobile fleet management system that is used by the Office of Fleet Management Services (OFMS) to track vehicle inventory, repairs and maintenance. The fleet has approximately 4,000 passenger-type vehicles. More than 175 state agencies and institutions utilize these vehicles for official state business.
- VALS - used by the Virginia Distribution Center (VDC) to maintain information on high-quality products used by state agencies, universities and colleges, mental health and correctional institutions, and political subdivisions.
- PeopleSoft Financials – used by the Office of Fiscal Services to maintain DGS financial activities. DGS PeopleSoft Financials now are integrated with eVA and Cardinal.
- PeopleSoft Time&Labor – used by Human Resources to support the time reporting needs of a wide range of business functions, including payroll, financial and employee benefits.
- Payment Portal – used by eVA and the flag store to process online payments.
- Pegasys - DGS in its role as building owner has installed and manages this surveillance system comprised of cameras, DVRs and a consolidation server and associated connectivity that is heavily utilized by Capitol Police.

Workforce Development

The Department of General Services Bureau of Capital Outlay Management (BCOM) provides training and guidance to state agencies, localities, and design consultants on the proper application of the Construction and Professional Services Manual requirements. Additionally, it provides the Virginia Construction Contracting trainings for state agencies and localities.

Also, the Department of General Services Division of Purchases and Supply (DPS) provides specialized procurement training courses for executives, managers, purchasing professionals and other employees. The division serves as a resource for other state agencies and localities in the proper administration and application of the Virginia Public Procurement Act.

The Department of General Services Division of Consolidated Laboratory Services (DCLS) provides specialized laboratory quality assurance and safety training to a diverse group of specialized and technical audiences. Recent workforce development trainings offered to DCLS staff focused on improving customer service, leading effective meetings, leading effective teams, strategic planning and conflict management.

Physical Plant

Increase Space Needed: Expansion of the customer base and the growth in customer needs of some agencies housed in Department of General Services (DGS) facilities have increased. This has resulted in an increase in space needed to conduct business. DGS helps agencies determine current space needs and to help forecast space needs in the future. This will help DGS plan more effectively and efficiently for agencies' long-term space needs.

Facility Security Systems: As political climates shift and incidents occur in this post 9/11 era there continues to be a heightened awareness and need to continually evaluate security systems and make enhancements. These are issues the agency is addressing in order to safeguard tenants and buildings. DGS is working with the Capitol Police and Executive Protective Unit to evaluate video surveillance infrastructure at Capitol Square, infrastructure that likely requires modernization and enhancement.

Building Emergency Planning: DGS continues to place a strong emphasis on building safety corridors and ensuring tenants are aware of their building evacuation plans, which have been reviewed and updated in recent years. The DGS Emergency Manager is increasing the education to tenants, which includes information on how to respond and what to do in case there is an emergency weather event. Preparedness planning and drills for building management and tenants includes increasing each tenant's safety knowledge and familiarity of their building's evacuation plan to ensure they go to the safest location if an incident occurs.
