

Wednesday, May 26, 2004, 9:30 a.m.
House Room D
General Assembly Building
Richmond, Virginia

The Joint Commission on Technology and Science (JCOTS) held its first meeting of the 2004-2005 interim on May 26. Commission members voted unanimously to re-elect Delegate May as chairman and Senator Stephen Newman as vice-chairman.

Chief Information Officer's Report on VITA

Lem Stewart, Chief Information Officer of the Commonwealth, briefed the Commission on the Virginia Information Technologies Agency's (VITA) progress since the agency's July 2003 creation. Mr. Stewart identified Virginia's two technology imperatives. The first is to establish Virginia as a model leader in the use and management of technology in government. The second is to transition Virginia from a decentralized environment marked by stovepipes to a single IT "utility" that is highly effective, consolidated, centralized and headed by an enterprise CIO. The bottom line for doing this is to provide our customers the best services possible—our citizens.

To realize these imperatives, VITA has several long-term goals. The agency wishes to ingrain the "build once, use many times" approach to service improvement to create a more efficient and consistent system. VITA also hopes to continually demonstrate improved service and savings benefits for citizens, customers, and taxpayers. Additionally, VITA is working to achieve true "transparency" as the state's IT utility. Another major goal is for VITA to become a catalyst for customer-centric state business transformations by supporting and encouraging business process reengineering, horizontally across state government, and vertically among other levels of government. VITA hopes to become a model of IT excellence in government and sees its goals and improvements as a continual process.

Mr. Stewart described VITA's evolution in three stages. The first stage, formation, occurred last year with the initial creation of VITA's structure and function and the formation of its enterprise governance model. The second stage, integration, is currently in progress as the agency integrates the IT assets and staff from 90 agencies with minimal disruption of services. The third and final stage, transformation, is set to occur at the start of 2005, when VITA should meet its statutory requirement to take responsibility for all of the Commonwealth's IT resources and transform the IT environment in the Commonwealth.

Mr. Stewart shared the details of the ongoing integration stage with the Commission. The size of the integration is significant as the agency assumes the management of staff and IT assets of small, medium, and large agencies. Over the course of this stage, VITA will be responsible for supporting 90 organizations at 1,497 locations, 60,000+ end users, 3,000+ servers, 12,500+ telecommunications devices, and 1,150+ employees.

An integration of this magnitude naturally presents many challenges. For instance, 90 percent of resources and infrastructure transition to VITA during the last six months of the integration. Additionally, VITA adopted a self-funding strategy, marking a significant departure from the previous funding method: general fund appropriations. The agency also is attempting to show early savings, while concurrently trying to build a "mature" organization in 18 months. The

challenges are not just abstract: VITA is working to implement significant change to outdated or non-existent administrative systems. Some of the systems in question are 20 to 30 years old. Finally, all of these efforts could be slowed by the human tendency to simply resist change.

Turning to the transformation stage, Mr. Stewart shared several items from VITA's business plan with the Commission. The agency plans to start four initiatives in the fourth quarter of 2005: create a secure intranet, implement desktop management and statewide e-mail, and establish a customer care center. VITA also anticipates commencing a server consolidation at the start of 2005 and a data center for consolidated back up at the start of 2006.

Concluding his remarks regarding VITA's plans for the future, Mr. Stewart provided an update on VITA's progress in the area of project management. VITA's enabling legislation places an emphasis on project management. Mr. Stewart reported that VITA has a project manager development program in place. Under this program, 569 project managers and sponsors have completed overview training, 23 of these people are now "qualified" as project managers for major projects and 31 are now "qualified" as project managers for non-major projects. Mr. Stewart also summarized the present status of VITA's various projects. Of the 38 major projects on VITA's "Dashboard," 21 are green, 3 are yellow, 0 are red, and 8 are in process. Together, these projects represent \$961 million in total project costs. The agency also currently has 169 non-major projects submitted for review during fiscal year 2004, representing \$70 million in total project costs.

Mr. Stewart concluded his presentation by telling the Commission that it can help VITA by helping to educate policy makers, employees and others that everything can not be done at once and must be done in phases; becoming high-level sponsors to help overcome resistance to change and promote an enterprise focus; supporting public/private partnerships; assisting in achieving consensus on expected results; and sharing ideas, suggestions, and expert guidance.

Information Technology Investment Board Membership

Section 2.2-2457 of the Code of Virginia establishes the Information Technology Investment Board (ITIB) and its membership. In 2003, the Joint Rules Committee appointed four members from a list recommended by JCOTS. The term of one such member, Hiram Johnson, ends on June 30, 2004. All appointed members must be non-legislators and citizens of the Commonwealth with experience in information technology systems or other technology systems. The Secretary of Technology and Auditor of Public Accounts serve on the Board as ex officio members. All members, except the Auditor of Public Accounts, can vote.

The Commission discussed the matter, and voted to recommend Hiram Johnson to the Joint Rules Committee for re-appointment. Mr. Johnson's initial appointment was for one year so that the terms of Board members could be staggered. Should the Joint Rules Committee approve his nomination, Mr. Johnson will serve a full four-year term.

2004-2005 Work Plan

To conclude the meeting, Mitchell Goldstein, Director of JCOTS, presented the proposed 2004-2005 Work Plan. The Work Plan identifies four topics for advisory committees to study: Computer Crimes, Integrated Government, Privacy and Nanotechnology. JCOTS unanimously adopted the Work Plan. Delegate May announced the co-chairs of the advisory committees. Senator Newman, Delegate Rust and Senator Stolle will co-chair the Computer Crimes Advisory Committee. Delegate Nixon, Delegate Plum and Senator Howell will co-chair the Integrated Government Advisory Committee. Delegate May, Senator Watkins and Delegate Alexander will co-chair the Privacy Advisory Committee. Senator Wampler, Delegate Purkey and Delegate Cosgrove will co-chair the Nanotechnology.

The Work Plan also identifies topics to study through Commission meetings, including securing databases and personal computers. Continuing its tours around the Commonwealth, the Commission plans to tour the science and technology assets located in Virginia Tech and the Blacksburg area.