



Virginia Information Technologies Agency

Welcome

Sam Nixon

CIO of the Commonwealth

AITR Meeting

April 10, 2013



www.vita.virginia.gov



Agenda

- Welcome
- Customer Relationship Management Valued Customer Experience – Project Update
- Work Requests, Action Plans Update
- IT Program Management Standard
- Telecommunications Expense Billing (and Management) System
- Nuts and Bolts
 - Java
 - PC Refresh
 - Windows 7
 - Active Directory
 - SQL 2000
- Roundtable



NASCIO Award Entries

- Time to nominate projects for the National Association of State Chief Information Officers (NASCIO) 2013 Recognition Awards
- Need suggested IT projects that merit national attention for innovation, efficiency, best practices
- Entries submitted by CIO's office; one entry per category per state
 - Information: www.nascio.org/awards/2013awards
 - Suggestions: marcella.williamson@vita.virginia.gov



eGov Transition

- Virginia Interactive contract expires Aug. 31
- Provided agencies options for service providers
- Distributed several communications and made contact with agencies over the past 18 months
- Notified agency heads
- If agency has not worked with VITA or selected new provider, you will not have a contract for websites or web services after Aug. 31



Credit Request Proposal

- Please review your VITA bills monthly
- Disputes for all VITA bills must be filed with the VITA billing office
- Strict guidelines to follow to ensure you receive the maximum credit due
- Billing office uses the disputes filed to in turn file disputes with vendors



Credit Request Proposal

- Discussions with CAM/AOM OK, but do not constitute a filed dispute
- File a dispute:
<http://vita2.virginia.gov/misforms/forms/vitaf.cfm>
- Credit policy:
http://www.vita.virginia.gov/uploadedfiles/VITA_Main_Public/unmanaged/library/FinanceCreditPolicy_100111.pdf



COVITS

- 2013 Commonwealth of Virginia's Innovative Technology Symposium (COVITS)
- State's preeminent forum for collaboration and participation in government technology
- Sept. 9 – 10, Richmond Marriott



Microsoft Excellence Award

- Commonwealth received the Microsoft Dynamics Customer Excellence Award for the public sector
- Selected for the top award from more than 1,000 public sector submissions
- Based on measurable success for improving citizen services using the company's customer relationship management software



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Questions / Roundtable



Upcoming meetings 2013

- AITR Meetings
 - June 12, Oct. 9, Dec. 11
- CIO Council Meetings
 - May 8, July 10, Sept. 11, Nov. 13