



Minutes

Monday, March 14, 2016

Patrick Henry Building

West Reading Room

1111 East Broad Street, Richmond, VA 23219

Attendance

Members present

Clyde E. Cristman
John Newby, Chairman
Jeffrey Ryan
David Von Moll
Kelly Thomasson Mercer
Kent C. Dickey
Christopher Beschler
Secretary Karen R. Jackson

Dr. Ernest F. Steidle, Vice-Chairman
Judy Napier
David Ihrle
Charlie Kilpatrick, P.E.
Monte Johnson
David Ihrle

Members absent

Anjan Chimaladinne
Sandra J. Adams
Nelson Moe

Others present

Janice Akers, VITA
Perry Pascual, VITA
Ashley Colvin, VITA
Eric Link, VITA

Anthony R. Bessette, OAG
Cathy Nott, VDACS
Ellen Marie Hess, VEC

Call to Order

Chairman John Newby called the meeting to order at approximately 1:02 p.m. He welcomed and thanked the members for attending today's meeting.

Mr. Newby asked Ms. Akers to call the roll. Ms. Akers reported that there was a presence of a quorum at 1:04 p.m. Ms. Akers noted during the roll call that Cathy Nott, VDACS was a proxy for member Sandy Adams and Eric Link was a proxy for Nelson Moe, VITA.

Mr. Newby asked Ms. Mercer to swear in the two members of the ITAC. Ms. Mercer then proceeded to swear in Mr. Ryan and Mr. Beschler to the ITAC. Mr. Newby thanked Ms. Mercer and welcomed the new members.

Mr. Newby asked for comment on the October 26, 2015 draft minutes. With no comments, Mr. Kilpatrick motioned for approval, and Ms. Napier seconded. The ITAC voted for approval of the minutes.

Commonwealth Technology Business Plan: Customer Advisory Council (CAC) Status Report

Ellen Marie Hess, Commissioner, Virginia Employment Commission, presented on behalf of the Customer Advisory Council (CAC) on the Commonwealth Technology Business Plan. Ms. Hess gave a brief overview of the CAC and publicly thanked VITA employees Constance Scott, Zeta Wade and George Williams for their support to the council.

Ms. Hess gave the background of the Commonwealth Technology Business Plan (Plan). The purpose of the plan is to establish the link between the commonwealth's business priorities and the COV Strategic Plan for IT while providing business guidance and direction to executive branch agencies' collective information technology initiatives. She continued that the plan was being updated to provide a current foundation for the required update to the COV Strategic Plan for IT. Ms. Hess provided the following summary of updates to the plan for the ITAC:

- Added an introduction
- Updated the environmental factors
- Refined the desirable plan attributes
- Updated and expanded the initiatives
- Revised the recommended action steps
- Publish as a website

She presented the introduction that the CAC has added to the plan: A *"confluence of opportunities for technology" makes this the right time move*

beyond the backroom "IT operations" view of technology to a bolder vision of technology as the enabler of far reaching solutions that address significant common business needs while improving citizen access to services, increasing transparency, and embedding technology as an integral part of the business framework.

Ms. Hess reviewed the environmental factors, desirable plan attributes and how plan updates would be handled before outlining the initiatives of the plan. They are as follows:

- Initiative 1 – Emphasize programs and tools that enable all citizens to interact with government safely and securely and when, how and where they want to interact
- Initiative 2 – Improve information-sharing and governance to derive quality information from data already collected
- Initiative 3 – Leverage technology to improve worker productivity and make state employment more attractive to the current and future workforce
- Initiative 4 – Support educational attainment initiatives – key to achieving state economic development and quality of life goals
- Initiative 5- Expand technology platforms and productivity tools that support Virginia's goal of remaining the best-managed state
- Initiative 6 – Support initiatives that will make Virginia the leader in IT security and cyber security
- Initiative 7 – Expand and support enterprise and collaborative IT services

Ms. Hess moved to give the recommended action steps for the Plan:

- Update plan every two years
- Incorporate findings of this plan into the next update of the COVA Strategic Plan for IT
- Develop and execute communication plan to promote the plan update and implement the recommended actions
- Implement mechanisms for employees to share their knowledge, expertise and experience with co-workers in agencies seeking to adopt the technologies

- Select one technology of significant interest to agencies and develop a model competency center to determine if this mechanism is effective in supporting agency adoption

In conclusion, Ms. Hess asked for feedback on the Plan by March 25. She indicated that the CAC will develop a communications plan and marketing plan for the Commonwealth Technology Business Plan. She stressed that the CAC wants to ensure the plan remains relevant to the reader and looks forward to receiving feedback.

IT Infrastructure Services Sourcing Update

Perry Pascual, VITA, gave an IT infrastructure services sourcing update referencing the IT Infrastructure Services Sourcing Update presentation. He reviewed the timelines and reminded the ITAC that VITA received the final assessment report from Integris Applied in November 2015. The report includes governance and organization, sourcing options as well as customer and enterprise impacts. The report is posted on the VITA website.

Mr. Pascual stated that last year (2015) was understanding the plan and journey of the initiative. The final assessment report included the following summary recommendations:

- The commonwealth should start now to disentangle services from the CIA.
- The commonwealth should adopt a multisupplier model with a services integrator through a competitive bid.
- VITA should create a platform relationship office to manage the new services delivery model.
- VITA should lead the implementation of a new governance model that increases agency involvement.

Mr. Pascual gave the ITAC an overview of the goals for the new sourcing model which included agency requirements along with the enterprise goals. He also showed the ITAC how enterprise contracting is done today and how it will aspire to look in the future utilizing as integrator service platform. Mr. Pascual reviewed the summary timeline and reviewed with ITAC members that *Wave 1* activities have begun and include active procurements that are currently underway. The messaging RFP is currently out and due by March 31, and the IBM mainframe RFP should be out in the coming week with expected responses by the end of April.

He also indicated that VITA is actively engaged with Northrop Grumman in preparing for disentanglement to mitigate risks and assurance that the commonwealth makes a seamless transition. Mr. Pascual stated that once a few of the towers are up they will need to be stabilized in preparation of being able to take in remaining services in 2018. He reiterated that *Wave 1* activities include a new statement of work (SOW) with Integris Applied, a sourcing task force/program team launched along with seven work streams, which include:

- two active procurements
- two in-source activities
- VITA organizational adjustments
- Agency Interface Model to the integrated services platform
- Disentanglement and transition planning with NG.

Mr. Pascual gave an overview overall program sequence, along with the agency roles broken down into three categories: strategic advisors, active recipients and delivery recipients. He also reviewed the agency interface model and what problems it will solve:

- From the agency point of view it holds the providers accountable for delivery
 - Provides agencies transparency into delivery processes that are geared towards enterprise solutions
 - Supports the CIO's organization in identifying and resolving systemic platform issues
- From the provider point of view it holds agencies accountable for their participation
 - Creates buy in - business units are invested and compelled to utilize the services instead of seeking alternative services
 - Creates accountability - reduces provider's risk that customers may under-cooperate in service delivery or otherwise undermine successful delivery

Mr. Pascual reviewed possible forum recommendations and the processes for them to work before moving onto policy decisions that VITA will be reviewing and considering. Four of these large policy decisions are:

- IT staff rehiring
 - More than 550 state IT staff became Northrop Grumman employees in 2006
- Purchasing assets and data center
 - Likely to cost at least \$87M
- Location of data: within or outside Virginia
 - Other states use cloud or out-of-state providers
- VITA will continue engaging policymakers and market to answer these and other issues

Mr. Pascual wrapped up his presentation by giving an overview of the IT sourcing next steps which include:

- Continuing briefings to administration and legislative stakeholders
 - Prerequisite procurement activities initiated before session to maintain pace
- Continue disentanglement discussions with Northrop Grumman
- Sourcing activities must be completed during this administration to reduce schedule risk and facilitate methodical transition to services under new contracts

- Next governor takes office January 2018
- Active procurements and disentanglement may be in progress

Mr. Newby asked about how the Microsoft licensing would be rolled out and if the Office of the Attorney General is weighing in on that RFP. Mr. Pascual responded that VITA is looking at a comprehensive strategy of how all the public bodies can benefit. Currently Northrop Grumman holds the licenses for desktop & messaging with a \$10 million spend where the non-executive agencies, under VITA contracts, have a \$39 million spend.

Mr. Kilpatrick asked when the customer will begin to see differences, such as who owns the assets or new programming. Mr. Pascual responded that if done correctly, it should be transparent to the customer. He went to say that maybe the customer may need taught a new way of doing some things, and VITA is also looking to the marketplace to tell us what to do. Mr. Colvin also addressed Mr. Kilpatrick's questions by encouraging agencies to update their applications in advance of possible migrations. He stresses that agencies should start positioning themselves for the future.

Adoption of Language on Remote Participation in Meetings by ITAC Members

Mr. Newby asked Mr. Bessette, Office of the Attorney General, to present the ITAC Remote Participation Policy. Mr. Bessette gave an overview of the policy and explained the details of how the policy would work. He pointed out that the policy was based on the number of meetings that ITAC holds yearly, which is once a quarter. Mr. Bessette reviewed why and how members could attend remotely and stated that by ITAC adopting this policy, the remote participation would not need to be noted in advance and the remote location would not have to be open to the public. He also stated that the policy allowed for automatic approval and for members to be able to remotely participate in subgroups or committees under this policy as well.

Ms. Napier asked if this policy complied with FOIA. Mr. Bessette assured her that it did follow FOIA and furthermore a number of public bodies have adopted this language.

Mr. Bessette pointed out that if members were participating remotely, members at the live location must be able to hear the remote participant. Secretary Jackson asked if the remote participate could vote. Mr. Bessette confirmed that they could vote, and reminded members that there must always be a quorum at the live location.

Mr. Newby asked if members wanted to vote today or review further. Members wanted to vote. Mr. Ihrle motioned for the vote and Mr. Cristman seconded. ITAC approved the ITAC Remote Participation Policy.

New Business

Proposed Future Meeting Dates

The future meeting dates were reviewed by the ITAC. Mr. Newby asked that members review calendars. Mr. Colvin commented that he would need to investigate the telephone conference capabilities of the room in light of the remote participation policy being adopted. He confirmed that he would send calendar notices out to members shortly. 2016 dates are May 2, August 1 and October 31.

Proposed Meeting Topics

Mr. Newby asked for proposed topics for the ITAC. He reminded members to give comments to Mr. Colvin regarding the Commonwealth Technology Business Plan before March 25 so he could send to the Customer Advisory Council.

Mr. Cristman reported that his agency has been experiencing Internet latency lately and suggested an update be given on that project at the next meeting. Mr. Link commented that VITA held off on increasing bandwidth due to the General Assembly being in session. He indicated that the project would be picked up and completed after session has ended.

Mr. Steidle suggested a topic for future meetings- once contracts are awarded under the sourcing initiative, a briefing of them be given to ITAC. He suggested including what to expect, what they are and effects on the agencies. Mr. Link confirmed that VITA would be providing those briefings to ITAC as soon as the signed contracts are in place.

Public Comment

Chairman Newby asked for public comment at 2:04 p.m. There was none.

Adjourn

Chairman Newby adjourned the meeting at 2:05 p.m.