



**DRAFT CIO Objectives
February 2009 to January 2010**

**Objective A: Enhance Customer Service and Relationship Management
(Weight: 25%)**

1. Implement the Customer Satisfaction Enhancement Plan near-term actions and begin implementation of mid-term actions by January 2010. These actions are detailed in associated workplans and include communicating metrics to customers, providing documentation on key customer facing roles to customers, bringing all customer councils together to share ideas and best practices, and publishing and communicating the escalation process. **(Customer Account Management Director Debbie Secor)**
2. Enhance customer service and satisfaction by strengthening the customer-facing support teams. Reorganize the Customer Account Teams from Secretariat segmentation to agency size segmentation and realign support roles accordingly by June 2009. **(Secor)**
3. Partner with customer councils to continue to identify key areas for improvement, implement changes and show success through customer council questionnaires every six months. **(Secor)**
4. Develop new statewide/enterprise contract opportunities to leverage the Commonwealth's spend for all public bodies by January 2010. **(Finance and Administration Director Jim Roberts)**

Objective B: Lead the VITA Partnership Transformation (Weight: 20%)

1. Manage partnership financials as defined over time by the comprehensive agreement. **(Service Management Organization Director Fred Duball)**
2. Complete the transformation of cross-functional services for procedures manual by September 2009 and ITIL optimization by November 2009. **(Duball)**
3. Complete 90% of the transformation of data center services for server computing by July 2010. **(Duball)**
4. Complete 90% of the transformation of end-user services for desktop computing, help desk and messaging by July 2010. **(Duball)**
5. Complete 90% of the transformation of network services to MPLS by December 2009. **(Duball)**
6. Maintain VITA spending with small, women and minority-owned (SWaM) businesses at \$50 million, including subcontracting spend, for fiscal year 2009. **(Roberts)**

7. Develop and implement state and federally approved charge-back system, including expanding rate-based IT service options for all customers. **(Roberts)**

Objective C: Enhance Commonwealth Information Security Program (Weight: 20%)

1. Host the first annual Commonwealth of Virginia security conference by November 2009. **(Chief Information Security and Internal Audit Officer Peggy Ward)**
2. Enhance the Information Security Awareness Toolkit to include frequently asked questions by October 2009. **(Ward)**
3. Enhance the Continuity of Operations Plan (COOP) as recommended in the Virginia Department of Emergency Management assessment by August 2009. **(Ward)**
4. Provide a security review of at least 25 Commonwealth Web applications by December 2009. **(Ward)**

Objective D: Enhance Enterprise Applications (Weight: 20%)

1. TBD. **(Chief Application Officer Peggy Feldman)**
2. TBD. **(Feldman)**
3. TBD. **(Feldman)**
4. TBD. **(Feldman)**

Objective E: Improve Commonwealth Information Technology Investment and Practices and Programs (Weight: 15%)

1. 95% of major IT projects completed will be on time and on budget against their managed project baseline. **(Information Technology Investments and Enterprise Solutions Director Jerry Simonoff)**
2. Develop and implement a tool that indicates the appropriate level of project governance based on an analysis of project risk, complexity, cost and value by November 2009. **(Simonoff)**
5. As a component of the Chief Applications Officer (CAO)/CIO Operating Plan, provide a cohesive knowledge base to identify enterprise or multi-agency collaboration opportunities by January 2010. **(Simonoff)**
6. Develop a comprehensive, strategic plan for enterprise geospatial data and services in collaboration with the VGIN Advisory Board that expands the products and services offered by the VITA VGIN Division through partnerships by January 2010. **(Simonoff)**