



Virginia Information Technologies Agency

CIO Status Report

Lemuel C. Stewart, Jr.
CIO of the Commonwealth

Information Technology Investment Board
April 6, 2006

expect the best



Highlights Since Last Meeting

- Submitted VITA's Quarterly Report to the Governor and the General Assembly on March 31
- Held VITA Dialogue meeting on March 7 in conjunction with Northrop Grumman and the Service Management Organization (SMO)
- In-scope/out-of-scope letters were sent to VITA employees on March 7
- Nine regional town-hall meetings with employees and Northrop Grumman have been held
- Southwest Emergency Services Center



Audit Update

- 2006 APA Audit of Wireless E-911 Services Board substantially complete – no findings
- 2006 APA Audit of VITA is in progress
- 2005 APA “Review of Controls Over Information Security” Audit Action Plan with 16 corrective actions
 - Of the 16 actions, 9 are reported as completed, 3 have revised due dates and 4 are reported on schedule
- 2005 APA “Performance” Audit Action Plan (15 corrective actions)
 - Of the 15 actions, 10 are reported as completed, 2 have revised due dates and 3 are reported on schedule



Security Statistics Report

Reporting Period: 1/1/06 thru 3/31/06

Number of Reported Incidents since start of Incident Reporting (January 2005)		34			
		This Quarter	Previous Quarter	Change	Year to Date
1	Number of Reported Incidents this quarter	4	-	-	4
2	*Number of viruses blocked at VITA Central this quarter	169,986	-	-	169,986
	*Average number of viruses blocked at VITA Central each month	56,662	-	-	56,662
	*Average number of viruses blocked at VITA Central each week	14,166	-	-	14,166
3	*Number of intrusion (IDS) events this quarter	4,257	-	-	4,257
4	*Number of bad connections blocked at VITA Central firewall (DENYS) this quarter	39,594,192	-	-	39,594,192
	*Average bad connections blocked at VITA Central firewall (DENYS) each month this quarter	13,198,064	-	-	13,198,064
	*Average bad connections blocked at VITA Central firewall (DENYS) each week this quarter	3,299,516	-	-	3,299,516

*The statistics do not reflect VITA's remote locations. A centralized security incident monitoring capability does not exist today. One of the objectives of transformation is to provide centralized monitoring and reporting of security incidents.



Security Statistics Report

1. Number of Reported Incidents this quarter - The number of information security incidents reported to the CIO as required by §2.2-603 of The Code of Virginia.

Incident Reporting:

Reported Security Incidents include, but are not limited to the following:

Denial of Service

Unauthorized Access (e.g. Intrusion/Hack)

Website Defacement

Malicious Code (e.g. virus/worm that affect servers or multiple workstations or Trojan,)

Threat/Harassment via electronic medium (includes employees)

Misuse of Systems (internal or external, includes inappropriate use by employees)

Routine probes, port scans, or other common events are not reported.

2. Number of viruses blocked by anti-virus software at VITA Central.
3. Number of intrusion (IDS) events. Number of times intrusion detection systems detected a pattern of activity (cyber attacks) representative of an attempt to breach security controls.
4. Number of connections blocked by VITA Central firewalls.



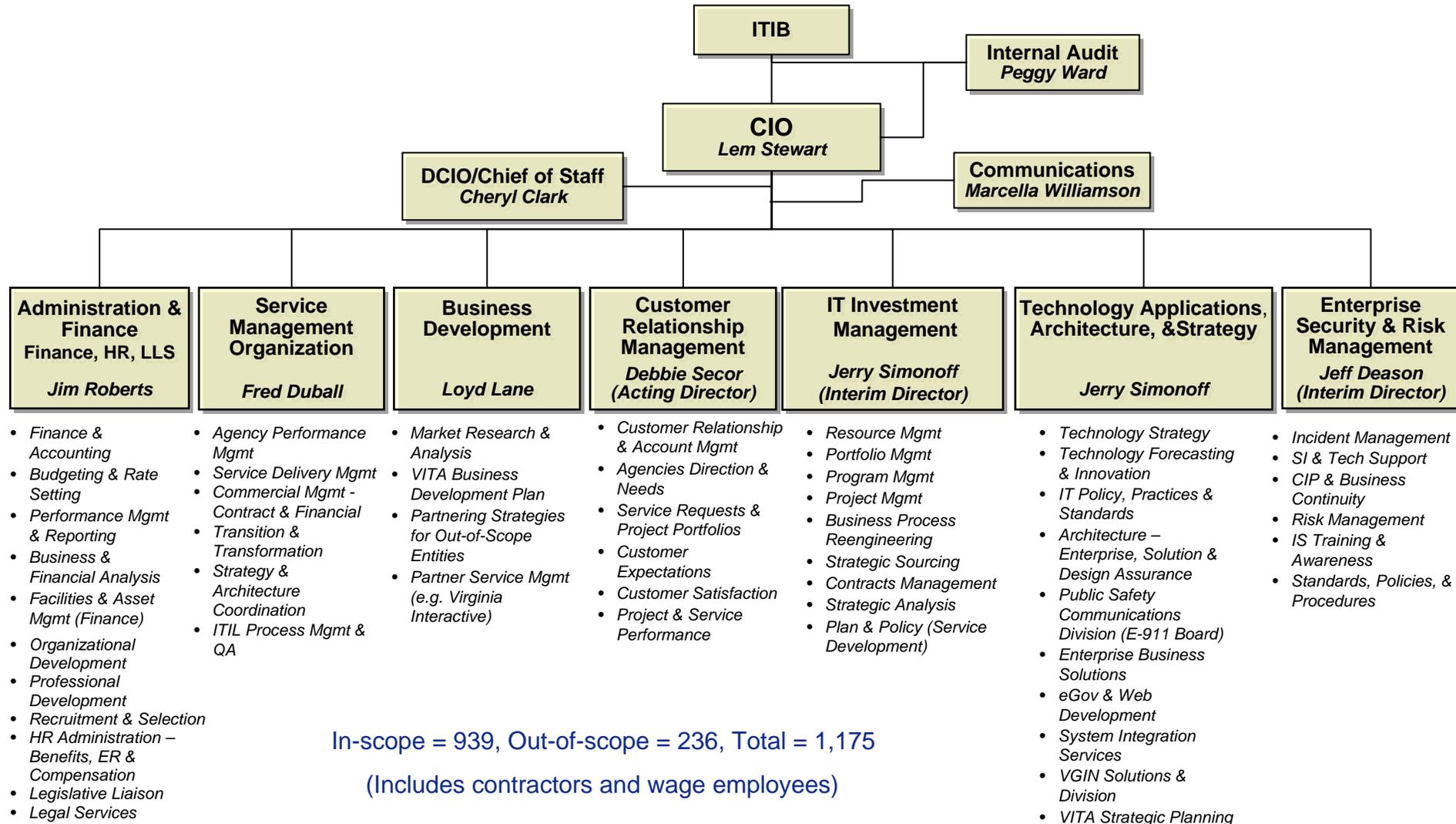
FY 2006 Financial Results

Through February 2006

	Budget	Actual
Operating Revenues	\$197,126,447	\$187,534,597
Expenses, including transfers	<u>\$195,627,521</u>	<u>\$186,091,827</u>
Net change	\$1,498,926	\$1,442,770
Ending, retained earnings		<u>\$54,110,505</u>



VITA To-Be Organizational Design (as of March 21, 2006)





UVa Customer Satisfaction Survey

- Web-Based Survey
 - Conducted during November and December 2005
 - Target: Census of 151 agency directors and IT managers
 - Large, medium, and small in-scope agencies



UVa Customer Satisfaction Survey

- Web-Based Survey

- Number of responses: 89
 - Response rate: 64%
 - Margin of error: +/- 6.7 percentage points
- Respondents
 - Agency directors: 48%
 - IT Managers: 52%



UVa Customer Satisfaction Survey

- Summary of Findings
 - Basic support services adequate, with two exceptions:
 - Procurement
 - Project management
 - Procurement
 - Little or no added value seen in return for surcharge on purchases
 - Delays in approvals
 - Two separate procurement systems
 - Reported slowness and inefficiency of eVA system
 - Project management
 - Process seen as cumbersome, slow, and contributing little to successful project outcome



UVa Customer Satisfaction Survey

- Summary of Findings
 - VITA's costs seen as higher than outside-provider fees; many consider costs significantly higher
 - Proposed cost-reduction measures not seen as effective:
 - Privatization
 - Centralization of purchasing and service contracts
 - Further outsourcing
 - Further consolidation of services
 - Server-sharing
 - One proposed cost-reduction measure favored: Sharing of expertise among agencies



UVa Customer Satisfaction Survey

- VITA Action Plan to Improve Customer Satisfaction
 - Activities already underway
 - Customer Relationship Management Directorate formed to serve as “customer advocate”
 - Communications Directorate formed – reviews all internal and external VITA communications
 - Vita Service Bulletin launched in July 2005 to serve as vehicle to reach localities - helpful in informing agencies as well
 - VITA Network News launched in March 2006 as communications vehicle to keep agencies abreast of activities
 - Infrastructure Partnership Customer Advisory Council formed to provide guidance and assist in the identification of common agency issues



UVa Customer Satisfaction Survey

- Vita Action Plan to Improve Customer Satisfaction
 - Next Steps
 - Each directorate will develop action plans to address deficiencies and improve VITA ratings over the benchmark already established for review by the Executive Evaluation and Governance Committee by May 2006
 - Next full survey will be in 2007



Key Focus Points Next Quarter

- Customer Survey and Audit Action Plan
- Partnership planning and transition
- VITA retained organization
- Audit recommendations
- General Assembly and Governor's partnership approval
- E-911 Southwest Emergency Services Center
- Service MOUs (hardware/software)
- Security and PMD service rates
- Communications programs
- VGIN
- Disaster recovery (hurricane season)



For More Information on VITA

www.vita.virginia.gov

Lemuel C. Stewart, Jr.

CIO of the Commonwealth

804.343.9002

lem.stewart@vita.virginia.gov