



Virginia Information Technologies Agency

Commonwealth AITR Communications Exchange

Lem Stewart

CIO of the Commonwealth

Commonwealth AITR Meeting
January 23, 2007

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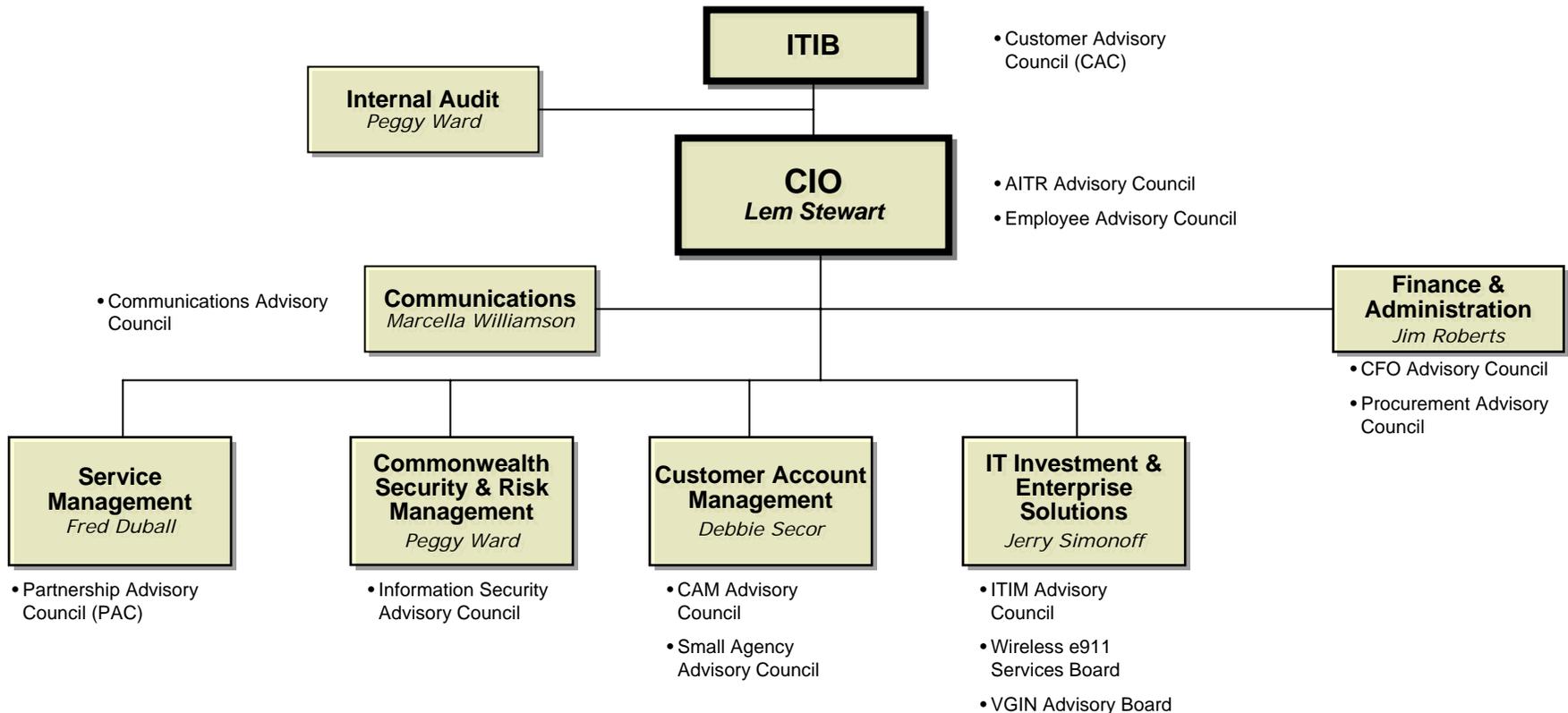
Happy New Year! Our agenda

- Opening remarks
- Governor's Initiatives & Enterprise Business Solutions – Secretary Chopra
- Your topics
 - Decentralized service rates
 - Procurement Working Group update
 - IT Infrastructure Library update
- Open Q&A



Customer Councils

We invite our customers in, and partner with them in a series of Customer Councils focused on specific areas and processes of the organization. **Listen – Take Action – Measure Strategy**





Enterprise Solutions Group (ESG) *Overview for AITRs*



Aneesh Chopra

Secretary of Technology

Donald Jean

Director, Enterprise Solutions Group

January 2^{3rd}, 2007

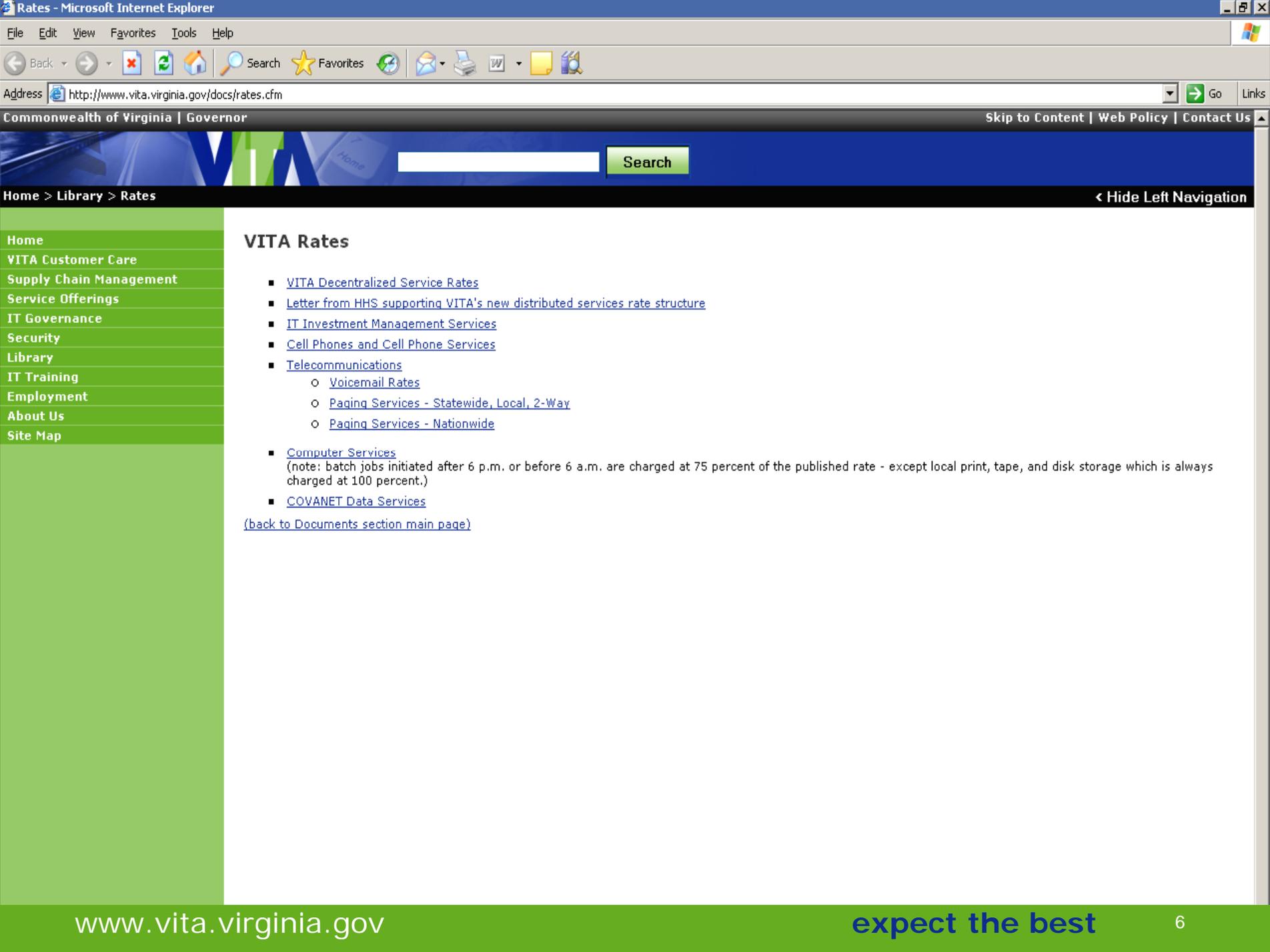


Virginia Information Technologies Agency

Decentralized service rates



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- Home
- VITA Customer Care
- Supply Chain Management
- Service Offerings
- IT Governance
- Security
- Library
- IT Training
- Employment
- About Us
- Site Map

VITA Rates

- [VITA Decentralized Service Rates](#)
- [Letter from HHS supporting VITA's new distributed services rate structure](#)
- [IT Investment Management Services](#)
- [Cell Phones and Cell Phone Services](#)
- [Telecommunications](#)
 - [Voicemail Rates](#)
 - [Paging Services - Statewide, Local, 2-Way](#)
 - [Paging Services - Nationwide](#)
- [Computer Services](#)
(note: batch jobs initiated after 6 p.m. or before 6 a.m. are charged at 75 percent of the published rate - except local print, tape, and disk storage which is always charged at 100 percent.)
- [COVANET Data Services](#)

[\(back to Documents section main page\)](#)

IT Infrastructure Partnership Agency Procurement Workgroup

Debbie Madison



PWG Members

Mary Clarke, Virginia Department of Transportation

Gay Cohn, Virginia Department of Health

Beth Easter, Department of Military Affairs

Jim Gargasz, Department of Military Affairs

Craig Goeller, Department of Medical Assistance Services

Vicki Krisnitski, Department of Game & Inland Fisheries

Debbie Madison, Virginia Department of Corrections

Pat Paquette, Department of Health Professions

Steve Rusch, Department of Conservation & Recreation

Bob Sievert, Department of General Services

Action List

- P2P Bottlenecks
- Process recommendation to escalate an eVA request
- Process for recommendation for urgent procurements

P2P Bottle Necks



P2P Work Group Members

Debbie Madison (Lead)

Mary Clarke

Craig Goeller

J B Edmonds

Tammy Helms

Ken Golaszewski (APM)

George Vrtiak

Zeta Wade

P2P Bottlenecks

- Mailing Labels and Packing Slips
 - Dependent on the vendor following instructions
 - Modify PO to tell them that mailing label must be exactly as shown
 - Number of lines and number of characters per line is limited
 - Varies from vendor to vendor
 - Five lines available
 - Line 1 – Agency Name
 - Line 2 – Street Address
 - Line 3 – City, State and ZIP
 - Line 4 – Phone Number of POC
 - Line 5 – eVA PO # / NG PO #

P2P Bottlenecks (Continued)

- Payment of Invoices –
 - For items that are delivered to the PSC, receiving will be done at that site and the Agency will not have any responsibility for performing the receiving function.
 - Those items delivered directly to the Agency site
 - The receiver must determine if the item was procured by NG or VITA
 - If procured by VITA then receiving is done in eVA
 - If procured by NG then the packing slip must be sent (an email is also acceptable) to NG receiving. Also, the item must be received in eVA.
 - Email address – Terrance.Milo@NGC.com
 - FAX – Efax (703) 995-4401 (preferred) or regular fax (804) 371-2192

P2P Bottlenecks (Continued)

- How should non-operational assets be replaced?
 - Contact Help Desk of a problem
 - NG will repair or replace unit
 - Agency is not be required to order through eVA
 - Agency is notified of arrival and installation is scheduled
 - Item becomes NG asset subject to refresh cycle
- How are new items ordered?
 - These should still be ordered through eVA

P2P Bottlenecks (Continued)

- NG Procurement Request Log
 - Can the “Estimated Delivery Date” field be made functional?
 - Yes - NG procurement will begin to populate this field this week
 - Initially it will be 10 days after order date
 - As NG is able to access more vendor’s ordering systems, we will be able to populate it with their proposed shipping date
 - Can the number of days b/w Received and Order Placed made functional?
 - This is a metric we will use for measuring performance internally
 - This item will be removed from the Purchase Request Log
 - Can the VITA POs be added to this log?
 - We believe that it can be accomplished technically
 - Researching the process, issues and support resources required

Escalation Process



Escalation of eVA Request

Craig Goeller

Vicki Krisnitski

Tammy Helms

J. B. Edmonds

Zeta Wade

George Vrtiak

Escalation Process

- Agency personnel notify AITR or designee
- AITR or designee validate need for escalation
- Agency APM is notified by AITR or designee
- APM develops resolution and advises AITR or designee
- If not satisfactory AITR escalates to CAM or Director, SMO

Future Action Items

- Expiring Contracts
- Relationship between RFS and CATSPA

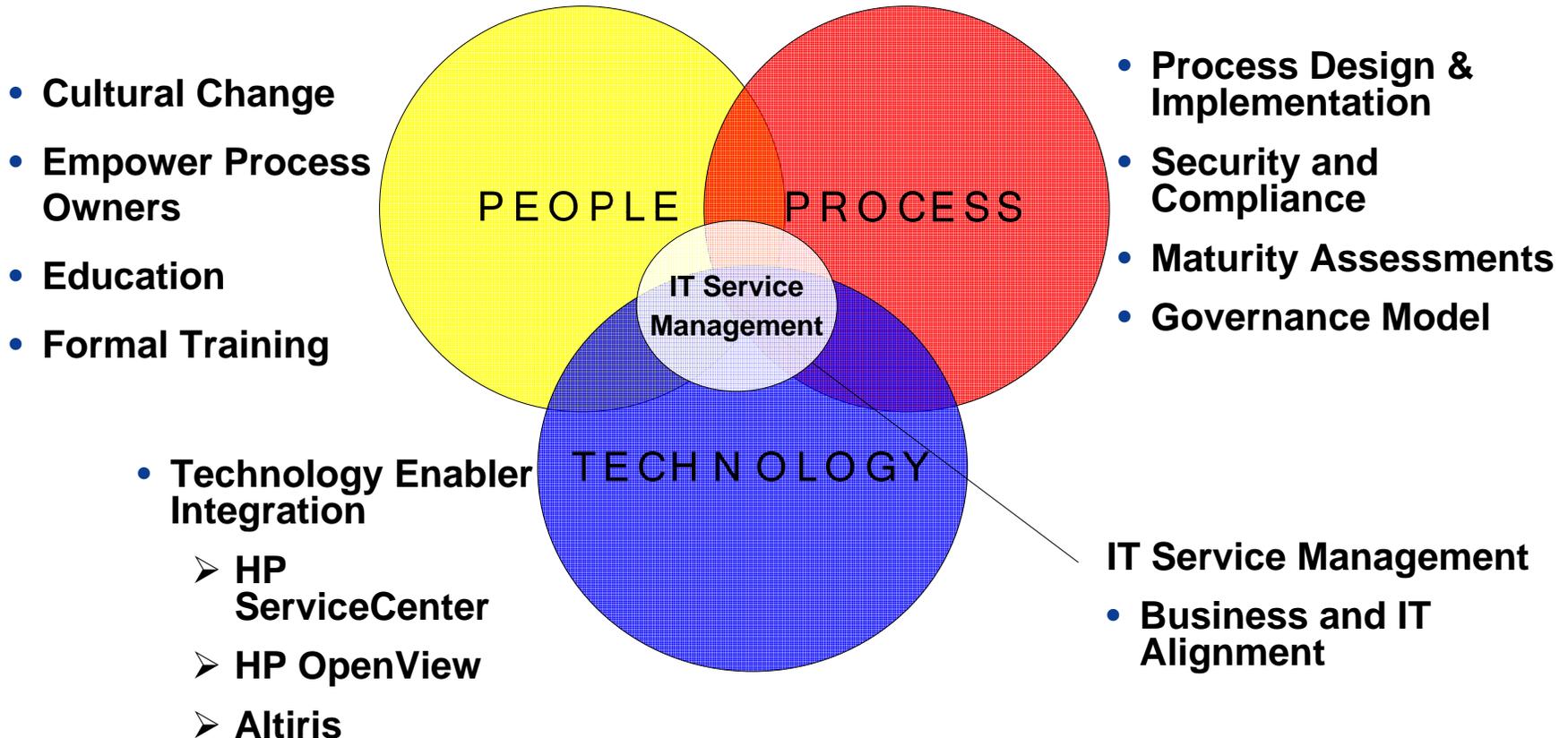


IT Infrastructure Library (ITIL) Update



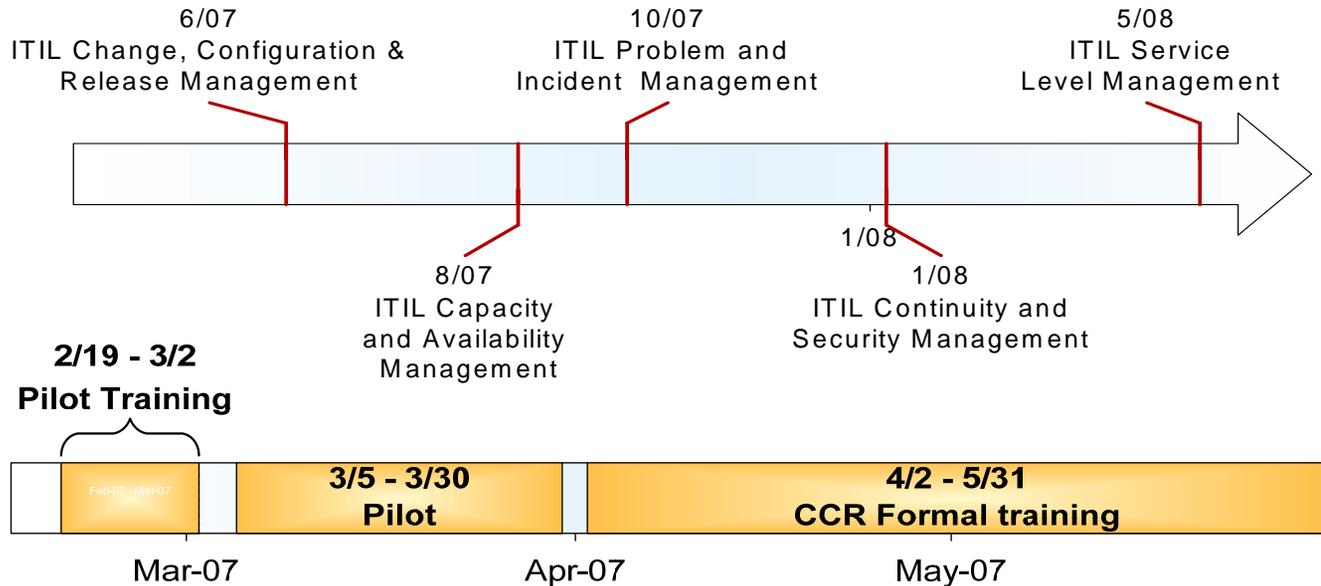
NORTHROP GRUMMAN

Program Approach to IT Service Management



VITA intends to use a combination of ITIL® as the process framework, CobiT and ISO/IEC 20000 for the overarching controls and governance.

ITIL Optimization roll out schedule



Phase 1 Key Dates: ITIL Change, Configuration and Release Management

- Pilot Agency Training: 2/19/07 – 3/2/07
- Pilot: 3/5/07 to 3/30/07
- Training for all affected (post pilot) employees: 4/2/07 to 5/31/07
- Start using ITIL Change Process: immediately after training

ITIL Phase 1 Next Steps

- Work with agency Transformation Points of Contact to define list of the agency personnel that will be requesting and implementing changes and releases
- Gather agency input regarding the implementation of ITIL processes in your agency
- Provide ongoing updates through the various Transformation communication channels
- Pilot ITIL Change, Configuration and Release processes at pre-selected pilot Agencies
 - Pilot Agencies: Dept. of Veterans Services, Museum of Natural History, Dept. of Minority Business Enterprise and Dept. of Criminal Justice Services
- After pilot, deliver training to all other affected Agency and Partnership employees
- Please contact us with any ITIL related questions at: questions@vita.virginia.gov



Virginia Information Technologies Agency

Questions & Answers



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Moderated Q&A

- To make the session productive
 - Ask questions that apply to multiple agencies
 - Please talk to your CAM with agency-specific questions
 - New issues may go to “parking lot” for future meetings
- We welcome your questions
 - Call us or send your questions to us after the meeting

What's on your mind?



Future Topics

- February meeting
 - IT investment management (ITIM)
- March meeting
 - IT security roles and responsibilities
- Other topics?
- Tell us what you think for future meetings
 - Frequency
 - Length
 - Topics



Save the Date

Government Technology Executive Events Virginia Digital Government Summit

March 15, 2007
Richmond Marriott
500 E. Broad St.

- For and about state and local government
- For business and technology decision-makers
- Complementary event to COVITS



Conclusion

Next meeting:

February 20, 2007

8:30 a.m. Networking

9 – 11:30 Meeting

Department of Health Professions

6603 W. Broad St., 5th floor

Richmond, VA

Send your questions, comments, suggestions to:

CIO@vita.virginia.gov