



Virginia Information Technologies Agency

VITA Service Catalog RFS Process Improvement

Improve the Customer Experience

CIO Council Briefing
March 3, 2010



Status – Catalog Project

- Project Approved for Planning (non-Major)
- Project on Parallel Tracks
 - Content Development
 - Kicked off with Infrastructure SME
 - Content development underway
 - eVA Static Catalog (quick solution)
 - Meetings with DGS this week
 - Targeting March 2010 for eligible services
 - VITA Catalog (eVA PunchOut)
 - Requirements development nearing completion



Status – RFS Process

- Prior months activities
 - Analyzed Process of Initiation of Request
 - Breaking the logjam of the current backlog
- March Focus
 - Standardizing work orders for the eVA Static Catalog or future VITA Catalog
 - Complete a Revised Initial Request Form
 - *We will be asking the agencies to actively participate in initiating the RFS*