

Meeting Notes Communications Customer Council

Monday, December 17, 2007
Virginia Information Technologies Agency (VITA)
411 E. Franklin St.
Richmond, VA 23219

Attendance

Name	Agency	Phone	E-mail Address
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Marcella Williamson	VITA	461-6002	marcella.williamson@vita.virginia.gov
Cheryl Dunn	VITA	461-6175	cheryl.dunn@vita.virginia.gov

Welcome

The meeting opened at 2:30 p.m. and attendees provided their names, roles and agencies represented.

ITIB and Customer Council Survey Results

Marcella expressed her concern about the Communications Customer Council having the lowest score of all Customer Councils. She commented that this is likely due to the fact that the group is just getting organized and hasn't had frequent meetings. Marcella mentioned that the group will start meeting monthly and will be surveyed again in June. A suggestion was made to contact Security to find out how they achieved 100% survey participation.

Next Steps for Council

A draft of the Customer Council charter was distributed for discussion. The primary topic of discussion focused on the purpose of the Communications Customer Council. There was a consensus among all attendees that this group should shift to a "support" role, and the group should work on communication issues raised by the other Customer Councils. This would be similar to the type of support the Communications team provides to VITA. The Communications Customer Council should reach out to the other Customer Councils to identify communication issues and possibly break our group into sub-committees to address specific issues.

The group raised the following communication issues:

1. Communicators do not get enough information prior to changes implemented by VITA. Receiving information earlier will help those at the agencies be more comfortable with the changes. Marcella mentioned that distribution lists could be an issue to reaching this audience.
2. Cost and service remain the biggest complaints of agencies, so more details explaining cost and service would be helpful. Marcella commented that it may be helpful to distribute the comparison of the cost breakdown of a VITA computer versus a computer purchased at Best Buy. This information was presented in the last VITA Dialogue meeting.
3. Revamping VITA's Web site has been a big success for Communications; however, VITA should have provided an announcement before implementing this change. There still remains an opportunity to increase agencies' rate of self service by providing education about where to find things on the site. The group discussed taking an in-depth look at the Web site in a future Customer Council meeting.
4. Network News is a useful tool that should be sent to all agency employees; however, it will need to be greatly condensed and written for the average user. Network News should contain less technical information and place more emphasis on the good work of VITA including upgrades and partnership updates.

Several suggestions were made regarding how to improve communications at VITA including:

1. Hold quarterly meetings for Public Information Officers (PIOs) to discuss current issues in the IT community. VITA could ask Sarah Wilson (DHRM) and Karen Jackson (CIT) to discuss telework and Peggy Ward to discuss information security issues. VITA should provide an overview of current transformation projects.
2. Educate agency staff about what the VITA Communications team does and explain the different ways we communicate. Since it's not likely that a mass e-mail could go to all agency staff, we could put an announcement in the Leadership Communiqué published by the Governor's office. We could also provide this via CMA, VEIAA and VAGP (procurement community).
3. Host a half-day Town Hall meeting for all Customer Councils and have the Customer Councils explain the purpose of their groups.

Current Topics

Mainframe cutover- Attendees had no issues to report from their agencies about the cutover that occurred over the weekend of December 15 and 16.

Audio/Data Conferencing- Marcella explained this is only being rolled out to existing users. It was suggested that we post information on VITA's Web site about this service as it becomes available to a broader audience.

Future Meetings

All attendees said they are flexible about the location. State Police offered to hold some meetings since they have free parking. The group would like to have a video-conference meeting to try out VITA's new conferencing service.

The meeting adjourned at approximately 3:30 p.m.