



Minutes

Executive Evaluation and Governance Committee
Tuesday, December 18, 2007
1:00 p.m.

Commonwealth Enterprise Solutions Center
Chesterfield Conference Room
11751 Meadowville Lane, Chester VA 23836

Members Present

Dr. Mary Guy Miller, Chair
Hiram Johnson
Kenneth Johnson
Jim McGuirk (Attended telephonically pursuant to the Code of Virginia 2.2-3708.1)

Members Absent

None

Others Present

John Westrick, ITIB counsel
Lem Stewart, Chief Information Officer of the Commonwealth
Secretary Aneesh Chopra, ITIB Member
Debbie Secor, VITA Customer Account Management Director
Jerry Simonoff VITA IT Investment & Enterprise Solutions Director
Marcella Williamson, ITIB Director and VITA Communications Director
Jorman Granger, NG
H. F. Jones, NG
Peggy Ward, Chief Information Security Officer of the Commonwealth
Tom Falat, VITA Legal and Legislative Coordinator

Call to Order

Dr. Miller, Chair, called the meeting of the Information Technology Investment Board Executive Evaluation and Governance Committee to order at 1:15 p.m., welcomed all and asked Ms. Ward to call the role. All members were present. There was a quorum.

Participation of A Member in Event of an Emergency

John Westrick, ITIB Counsel read the following motion:

Mr. McGuirk has informed the Chair today that he is unable to attend this meeting due to an emergency, specifically the need to take his daughter for medical attention, and he has not learned about this until last night, thus precluding notice of an electronic meeting. Based on the foregoing, I move that the Committee hereby approves Mr. McGuirk's participation by phone from his home.

Mr. Kenneth Johnson so moved and Mr. Hiram Johnson seconded. Mr. Kenneth Johnson, Mr. Hiram Johnson and Dr. Miller all voted in the affirmative.

Approval of Minutes

Dr. Miller presented the minutes of the October 18, 2007 Executive Evaluation and Governance Committee meeting.

A motion was made by Mr. Hiram Johnson and seconded by Mr. Kenneth Johnson to approve the minutes as presented.

All four members voted in the affirmative.

Customer Account Management Update

Customer Account Management Director provided the committee on update on Customer Relationship Management/Customer Satisfaction initiatives. Debbie advised that VITA has formed Customer Account Teams consisting of the Customer Account Manager, Agency Performance Manager, IT Manager – Northrop Grumman as well as representatives from Project Management, Security, and Supply Chain. She stated that VITA and Northrop Grumman are working on customer account team training to be piloted in January 2008 for the Health and Human Services team. The training will consist of a two-day workshop focused on developing internal relationships and customer relationships as well as metrics. Dr. Miller asked how many persons were on a team and Debbie responded about 20. Debbie stated that all training would be completed by July, 2008. Dr. Miller asked how many teams there are and Debbie advised that there are seven. Mr. McGuirk asked if a common metrics would be developed or would they be per agency. Debbie replied that there would be one set of common metrics.

Debbie also stated that a Customer Satisfaction Survey Committee formed including both VITA and Northrop Grumman representation and that Dr. Miller had participated. Debbie advised that the first meetings have been focused on desired outcomes from the satisfaction survey – root causes; tangible outcomes we can change or affect positively; customer buy-in and follow-up.

Debbie specified that the Harvard Kennedy School offers a PROGRAM that seems to target our needs in regards to a customer satisfaction survey tool in addition to a robust follow-up program. She stated that the Compass Diagnostic – an online tool developed by the Kennedy School can be customized in a variety of ways: market segment, role within an Agency, etc. Additionally, once the results are obtained, the Kennedy School analyzes the results and provides root cause information. Debbie stated once this occurred workshops would be held with VITA, NG and key customers to follow up on issues and then smaller regional workshops. Mr. Hiram Johnson asked who decided what issues would be followed up and Debbie replied that they had not yet decided but would seek advice from the Customer Councils as well as the committee. Dr. Miller commented that was not just a survey but a process and an excellent next step added to the substantial work already completed in this area. There was discussion concerning the 2005 survey conducted by UVA and the desire to leverage as much of that as possible for continuity.

VITA Metrics

Jerry Simonoff briefed the committee on the variety of metrics that VITA tracks and reports on stating that there is a now a VITA web page to provide a snapshot. <http://www.vita.virginia.gov/library/default.aspx?id=5692> He stated that there are many metrics and VITA works to leverage as many as possible for multiple purposes. Jerry stated that the Department of Planning and Budget asked each agency to select 3-5 most important metrics from the 20 or so reported on relative to the service areas in an agency plan for external reporting to the Governor and citizens. VITA's 3 metrics address 911, infrastructure services and project management. Dr. Miller discussed the different cycles in play for reporting on measurements and performance.

2007-08 CIO Objectives

The CIO briefed the Committee on the proposed CIO objectives and related initiatives for the February 2008 through the January 2009 cycle highlighting those that were completely new.

Dr. Miller advised that the wording on the C.1 initiative relative to SWAM needed to be revised to align with the Governor's Executive Order and she provided the revised wording. Mr. Stewart

advised that A. 5 & A.6 initiatives concerning E-911 may not continue under the leadership of the CIO as the Budget Bill contained language transferring E-99 to VDEM. There was much discussion regarding organization of the initiatives and a more transparent alignment to the measures VITA has provided as the three top metrics for the Governor and citizens. Dr. Miller requested that Mr. Stewart relook at the CIO objectives and revised based on the discussion today. She asked that the revisions be emailed to the committee members and the members could discuss with each other and also provide direct feedback to the CIO. The next meeting is scheduled for the morning of January 17.

Other Business

None

Public Comment

None

Adjourn

There being no further business, the committee meeting adjourned at 3:11 p.m.