VITA Update

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House Appropriations Subcommittee on Technology Oversight and Government Activities & Senate Finance Subcommittee on General Government/Technology

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VITA’s Mission: Mandate for Change

- Executive & Legislative Branch leaders called for
  - Business-like approach to managing IT services across the enterprise of state government
- Concept of “Shared Services” (cloud computing)
  - Statewide IT infrastructure for government entities
- Central oversight of IT procurement, projects, security, standards, policy and procedures, Wireless E-911, and contingent labor
- Modernization is multi-step process
  - Step 1: Virginia Information Technologies Agency
  - Step 2: IT Program with Northrop Grumman
  - Step 3: Enterprise Applications and Services
CoVA IT Infrastructure

Computers
- 57,977 PCs
- 3,485 servers

Mailboxes
- 59,866 accounts

Data storage
- 1.4 petabytes

Mainframes (2)
- IBM
- Unisys

Communications
- ~55,000 desk phones
- ~3,600 handhelds (PDAs)
- ~11,000+ cell phones

Networks
- 2,039 circuits

Data Centers (2)
- CESC
- SWESCE

Printers
- 5,674 network
- 22,000+ desktop

2,247 Locations
IT As a Fully-Managed Service

- Centralized monitoring, management and support
- Shared services
  - Data center (mainframes, storage, servers)
  - Network (routers, firewalls, Enterprise Internet connection with redundant circuits)
  - Desktop computers with hardware/software refresh
  - Desktop software (Office, virus scan, remote support, and asset inventory management)
  - Enterprise Email with full redundancy, hot fail-over and full security scans in/out
  - Help desk and incident management (storms & outages)
  - Monitoring (servers, security, network): 24 x 7 x 365
• **Critical mass** achieved
• Standard, reliable and secure
• Remaining agencies:
  - VEC
    - ~40% transformed
    - Only state agency using Novell
  - VSP & VDEM
    - Substantial custom security and support requirements
Major Accomplishments

- Financial stability – hit 100% of FY12 targets
- Continued improvements to VITA operations (technology, people & processes)
- 22,000 Desktop PCs Refreshed (CY 11 & 12)
  - Windows 7 roll-out (underway)
- Major upgrades of
  - Enterprise email system,
  - IBM mainframe,
  - Legacy voice systems (UCaaS)
- Critical Mass allows new Enterprise-wide shared services

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CoVA FY 2012 IT Expenditures

FY 12 Spending = $1.004 B

- 41% Higher Ed.
- 4% Independent
- 3% Judiciary
- 0.4% Legislature

Executive Branch 52%

Source: VITA staff analysis of Auditor of Public Accounts data.
Trends in Executive Branch IT Costs

Source: Auditor of Public Accounts.

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CoVA Business Needs Drive IT Spend

- 136 IT Projects
  - 52 “major” projects ($432 M)
  - 84 non-major projects ($56 M)

- Agencies use 2,000 core business applications to meet business needs
  - 17% of core applications are end of life
  - Ex: VITA telco billing system is 30 years old
  - Financial management (CARS), human resources (PMIS), entitlement eligibility systems (eHHR)
### Examples of Active Major IT Projects

<table>
<thead>
<tr>
<th>Agency – Project Name</th>
<th>Projected Amount</th>
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<tbody>
<tr>
<td>DSS - Eligibility Modernization, Program Migration</td>
<td>$75,212,015</td>
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<tr>
<td>VEC - Unemployment Insurance Modernization</td>
<td>$58,540,155</td>
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<tr>
<td>DOA - Cardinal Project Part 3 (Rollout)</td>
<td>$56,991,880</td>
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<tr>
<td>Sec. of HHR - HIT/MITA Program</td>
<td>$53,373,320</td>
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<tr>
<td>DBHDS - Electronic Health Records</td>
<td>$34,256,000</td>
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<tr>
<td>DOE - State Longitudinal Data Sys.</td>
<td>$13,522,897</td>
</tr>
<tr>
<td>DPOR - EAGLES</td>
<td>$7,977,793</td>
</tr>
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Agency Work Requests Also Drive IT Costs

July 2007 - Jan 2013

Work Requests

Jul 07 Jan 08 Jul 08 Jan 09 Jul 09 Jan 10 Jul 10 Jan 11 Jul 11 Jan 12 Jul 12 Jan 13
VITA Costs Are Typically 2% of Budgets

Total FY12 Expenditures * ($18.4 Billion)

- HHR
- Public Safety
- Transportation

VITA’s FY12 Costs (1.2%)

* Top 3 Secretariats account for 74% of VITA invoices

Sources: Commonwealth Data Point, VITA
VITA Costs: 90% for Vendor Payments

- VITA is primarily an Internal Service Funded (ISF) agency
  - Under 1% of VITA costs are GF
  - ISF rates overseen by JLARC
  - Rates adjusted annually
  - Audited by APA, reported to federal HHS
  - FY 2013 rates decreased 2.3% (avg.)
Government: #2 Target of Cyber Attacks

Mandate: protect CoVA network & citizen data from unauthorized access

In Virginia (CY 2012)*
- 117,842,683 attack attempts
- 698,942,080 spam messages

*Transformed agencies only

Security breaches of over 1 Million records
Source: Privacy Rights Clearinghouse, A Chronology of Data Breaches, Aug 2012
Increase in Security Incidents

4th Quarter 2010 - 2nd Quarter 2012
Password Attack Attempts

- Over last 4 months: 279,740 attacks that targeted passwords on 2,883 COV devices
IT Security - Current State

• Security Architecture and Standards
• Protecting CoVA Data 24 x 7 x 365
  – Intrusion detection & vulnerability scanning
  – Antivirus & firewalls
  – Spam & web content filtering
  – Centralized & automated software patching
  – Secure remote network access (2-Factor VPN)
  – Encrypted internal email

• Intelligence & Information Sharing
  – Collaborating with FBI, DHS and others
IT Security – Future State

• Improve Analysis & Risk Assessment
  – Full packet analysis to address data exfiltration
  – Risk management tool (being pursued) to identify potential impact of breach or outage

• Enhance Access Security
  – More secure remote network access (SSL VPN)
  – Password resets (from 90 to 45 days)

• Address Security Compliance
  – Increasing VITA’s capabilities
Prospective Timeline: NG Contract

Request
2014 Session

Plan
Jan 2016

Procure
Jan 2018

Transition
Jun 2019
Challenges, Look-ahead

- Lingering resistance to shared services approach
  - IT as a fully-managed service, not just hardware
- Customer service is improving, but work remains
- Evolution of NG relationship
  - Technology innovation
  - Continuous change to NG contract
- Aging “legacy” applications
- VITA organization
  - Insufficient oversight authority
  - Aging workforce
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