VIRGINIA
IT AGENCY

VIRTUAL SERVICES FAIR - KICK OFF

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65 Virginia agencies

8.6+ million Virginian residents

1 of 3 Multisupplier models in the nation

55,000+ Virginia employees

Award-winning Multisupplier model transition

Our **mission** is **to deliver sustainable and effective results to our customers through innovative, efficient and secure services**.

PHASE 1:

Provide core infrastructure services

- Stability
- Availability
- SLAs and accountability

PHASE 2:

Introduce modern technology services

- Direct value add/quantitative impact to bottom line
- RPA, predictive data   analytics, LCAP, AI/ML, etc.
- Digital transformation

PHASE 3:

Optimize business model

- Speed of delivery
- Cost/rate effectiveness
- Platform cost savings from STS
- Internal optimizations/automations
- Supplier/model improvement strategy
- Customer relationship improvement strategy

PHASE 4:

**Partner as strategic technology advisor**

- Customer success (CS) fully understands the business of their customer agencies.
- CS evangelizes modern technology services to optimize their business outcome.
- Valuable consultant for procurement, project management, and technology strategy.

Modern Services

Customer Experience

MSI Optimization
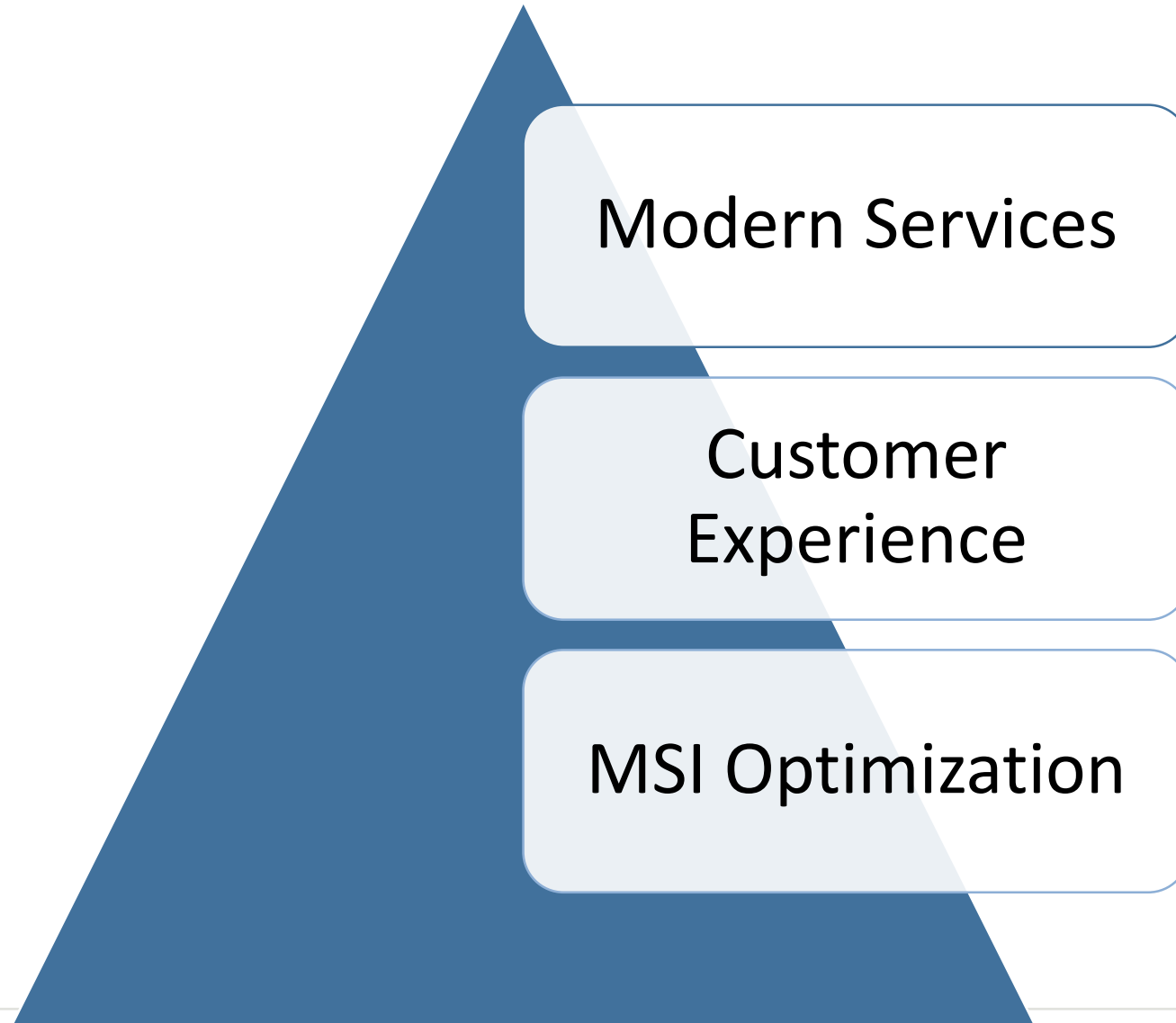
✓ Large strategic focus is to introduce **modern technology services** that add value and deliver direct outcomes to the underlying business of our customer agencies.

✓ Recent examples are RPA as a service, AI as a service, SD-WAN, ePen and BOX.

Transforming technology

Redesigning workloads

Delivering outcomes
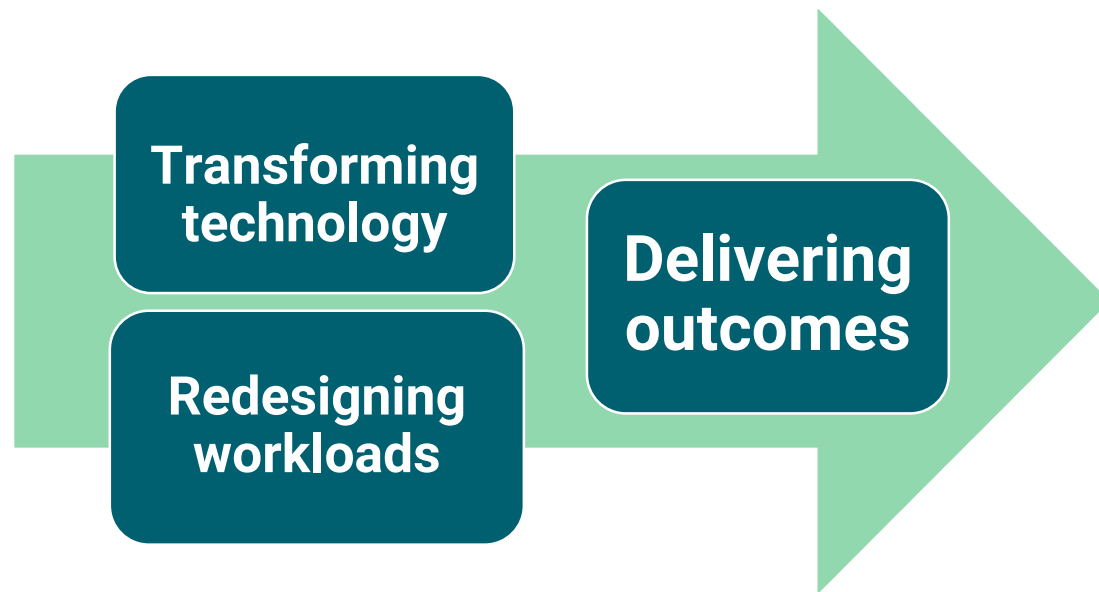
✓ Financial reporting and analysis

✓ Data entry and migration

✓ Benefits and claims processing/review

✓ Document processing

✓ Fraud, waste and abuse detection
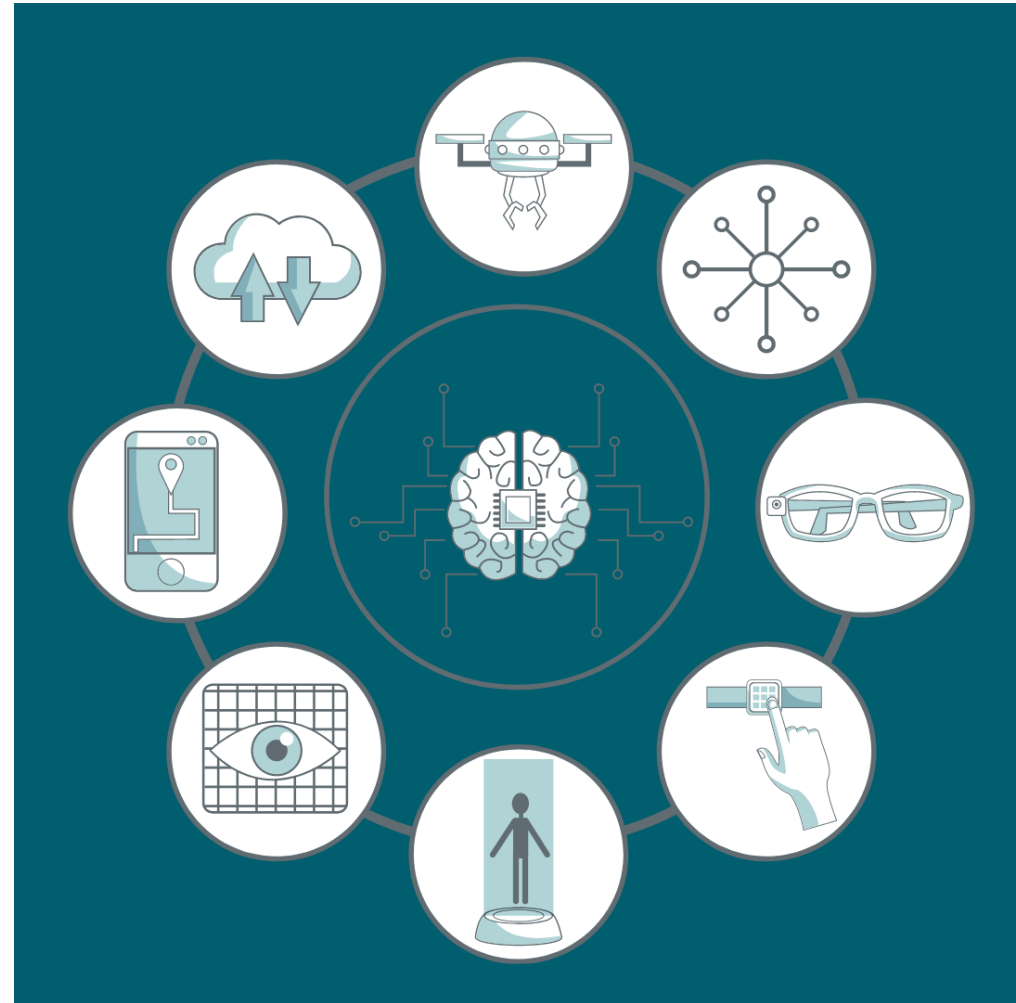
- ✓ Resource allocation

- ✓ Citizen interaction/chat

- ✓ Predictive analytics/forecasting

- ✓ Real-time operations management

- ✓ Decision support

- ✓ Proactive risk management and mitigation

- ✓ Fraud, waste and abuse detection

✓ Relentless focus on **customer success**, not just customer service

✓ In fourth quarter 2021, VITA is launching a pilot for experience level agreements (XLA) focusing on the request for solution (RFS) process

   ✓ First time in the United States that XLAs have been used in the public sector
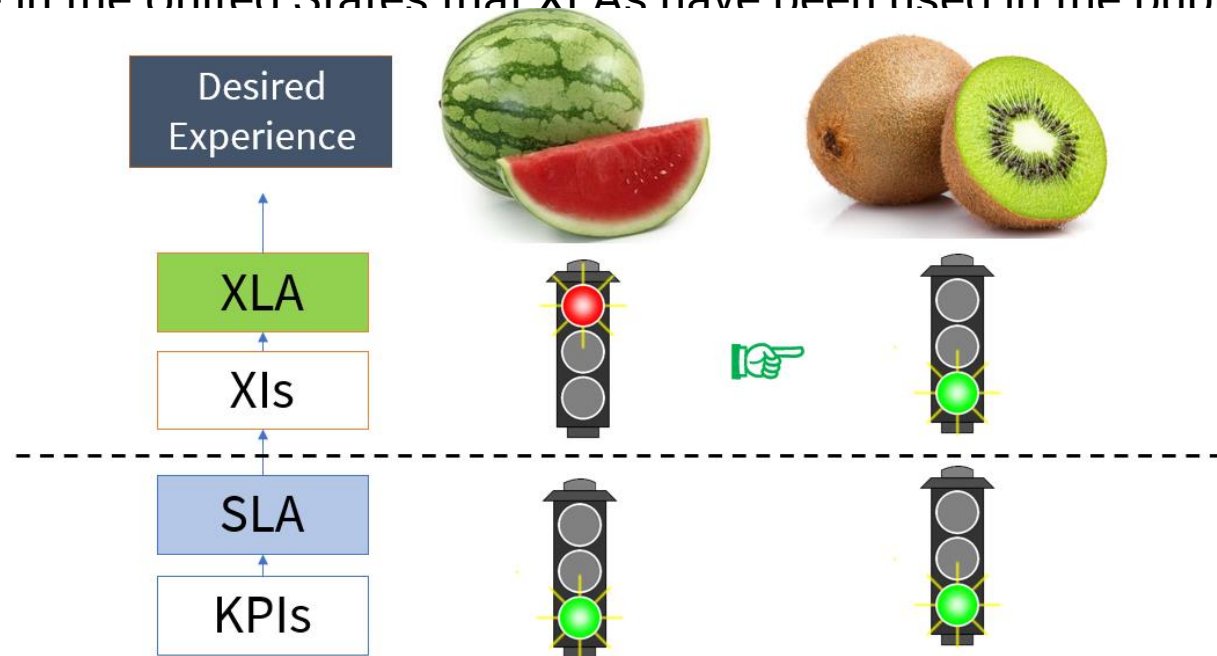
Enhanced analytics

- Unified monitoring tools
- Faster time to resolution for incidents

Optimized pocesses

- Agile implemented in SPLM
- Transition to an empowered MSI to accelerate progress
- Introduction of AI for proactive monitoring and risk management

Competition

- Introduction of competition in commoditized towers to increase value to the customer

Innovation focus

- As more services are introduced, suppliers incentivized to regularly bring innovative solutions to present
- Innovation as a Service (IaaS) to launch in 2022

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