



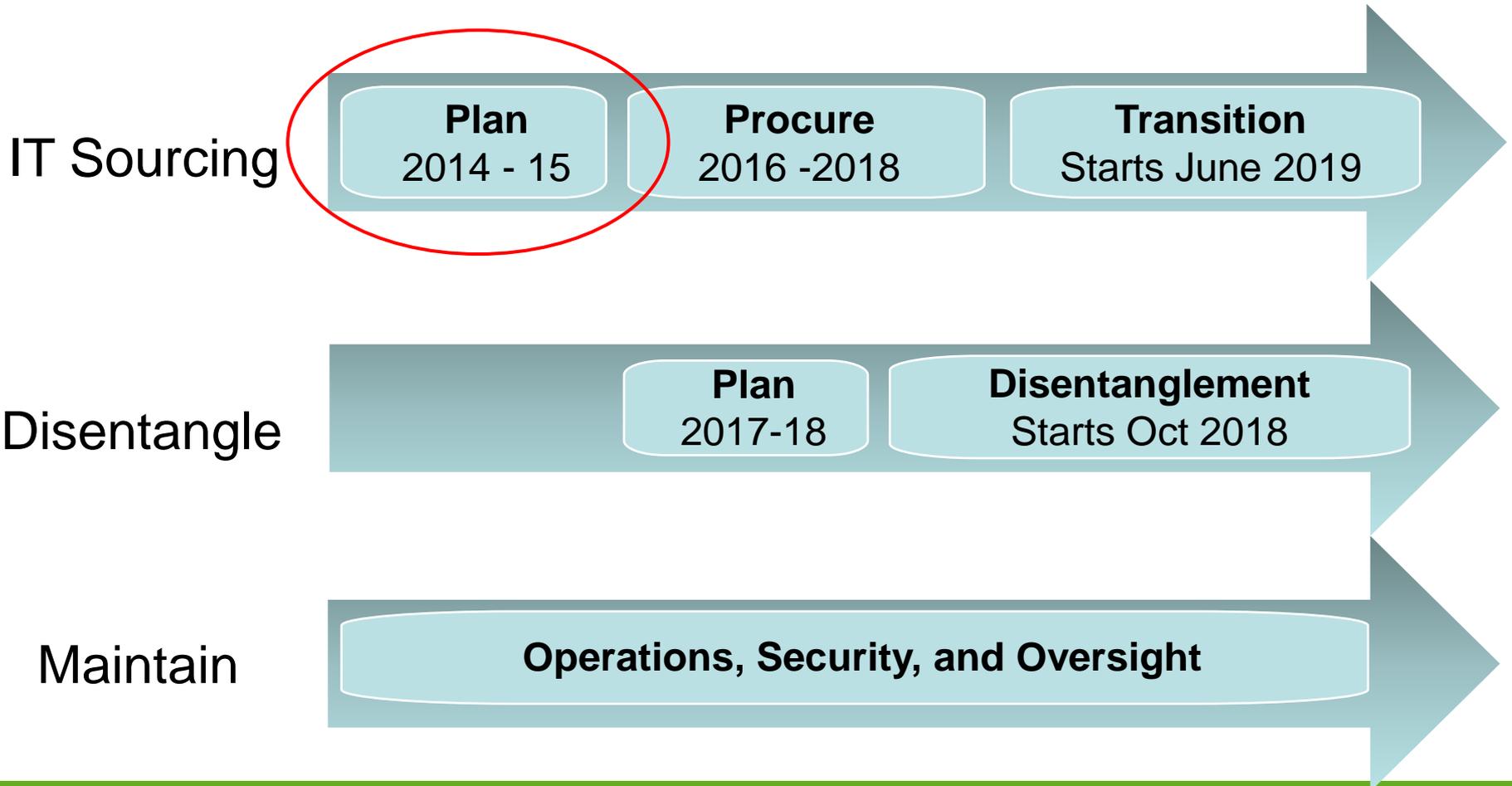
IT Infrastructure Services Sourcing Update

Perry M. Pascual
Director, IT Sourcing Strategy

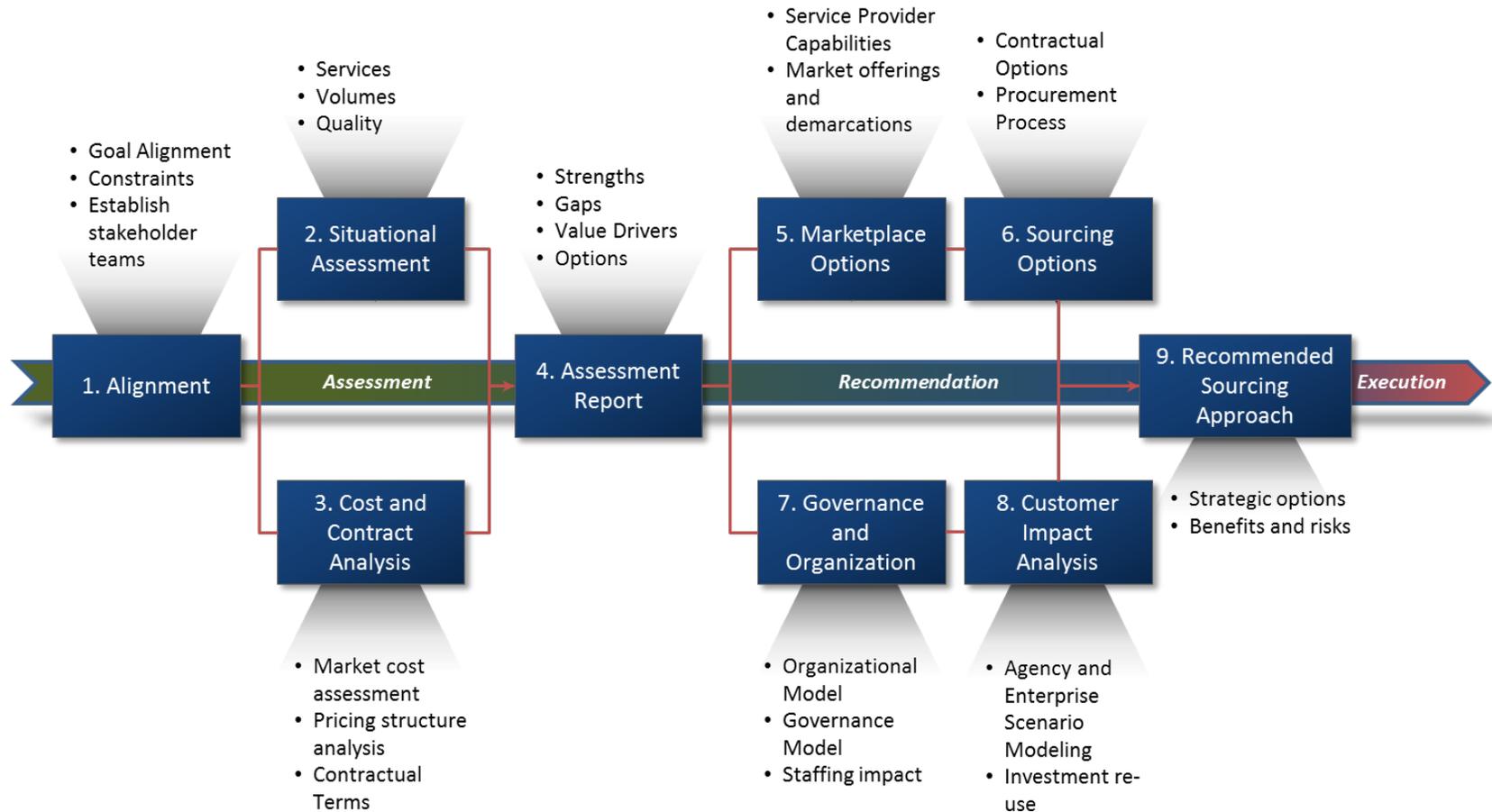
May 7, 2015



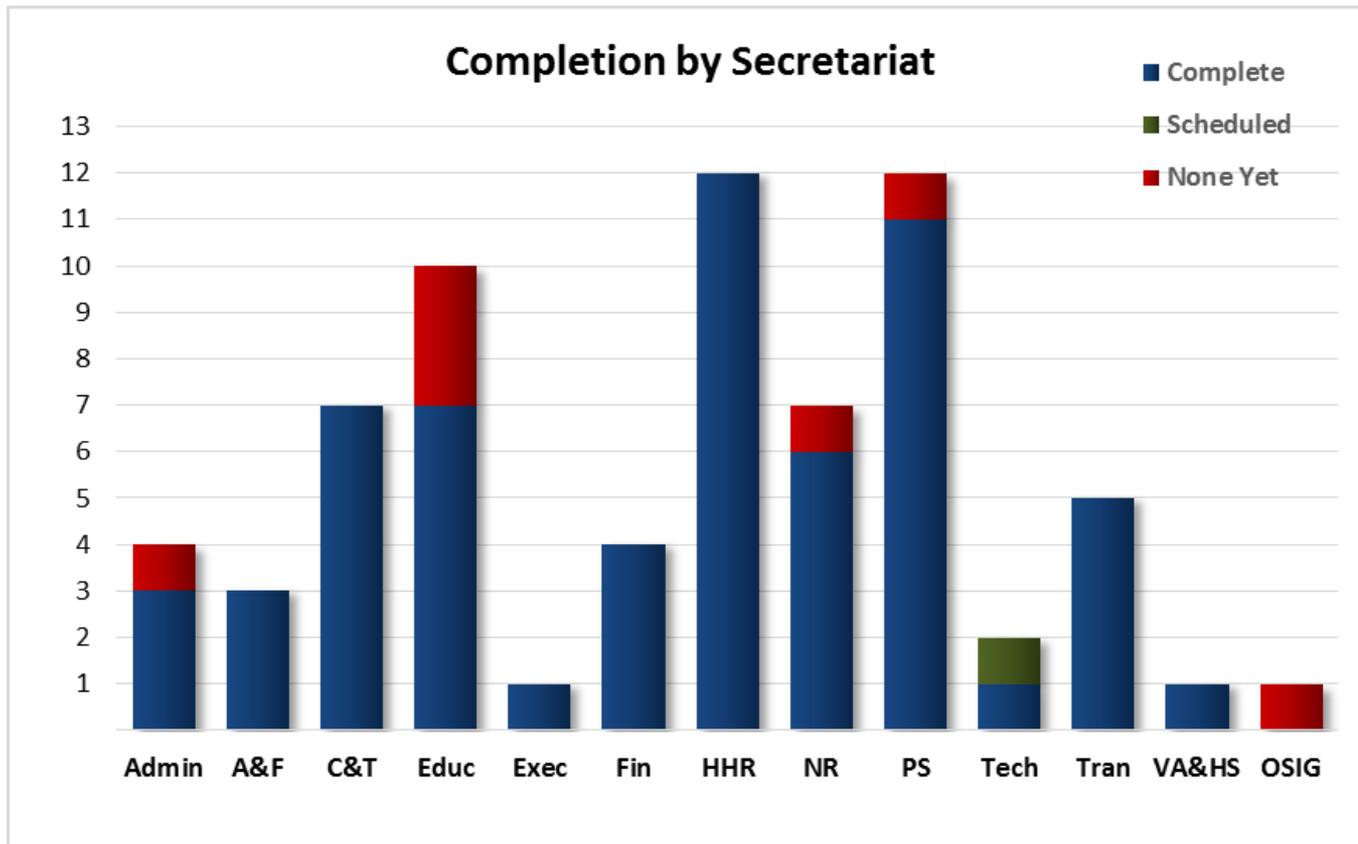
Timelines



The journey



Agency interviews



Completed 60+ customer interviews



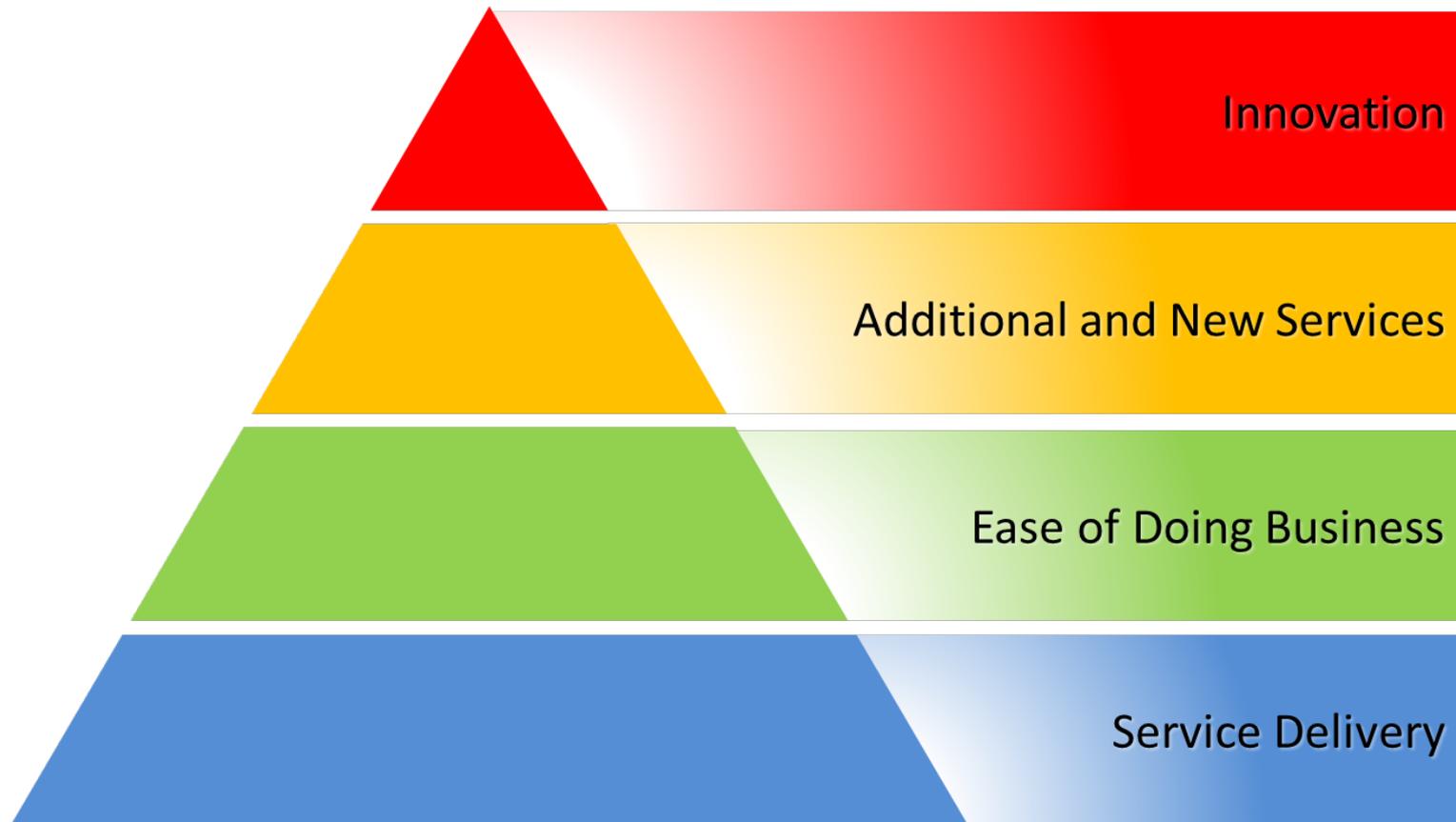
Situational assessment

- Feedback from customer agencies is appreciated
 - Not surprised by the candor and substance
 - Adds clarity and focus for policymakers and VITA
 - Necessary for developing the next generation sourcing strategy and platform
 - We are embracing the feedback
- Sourcing strategy development complements ReVITALization
 - Communications and internal governance
 - Customer relationship management
 - IT service management

*Need for change is clear –
how, when and what we change is part of this journey*



Hierarchy of agency feedback



Contract components





Observations

- Partnership has not demonstrated empathy for agency business needs
- Coordination across partnership towers must be improved
- Contractual model is dated
- Risk is not shared equitably
- Current pricing structure inhibits new or evolved services and innovation



Looking ahead

- Market research – Request for Information (RFI)
- Final situational assessment report
- Base case analysis
- Recommendations



Resources

- Information: Link on right rail of the VITA website



- Feedback and questions:
infrastructuresourcing@vita.virginia.gov