

Enabling the Business of Government

OUR PROGRESS

Virginia Information Technologies Agency

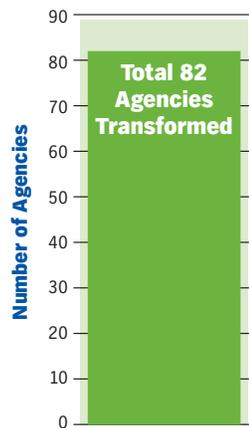


Just a few years ago, the state's information technology (IT) was operated by more than 90 independent IT organizations. Computer systems were outdated and lacked necessary security. It was difficult to share information across agencies, leverage buying power and manage projects. Things have improved dramatically, as measured by our progress.



Transformation Provides Reliable, Consistent and Secure IT Infrastructure

IT infrastructure transformation, undertaken by the Virginia Information Technologies Agency (VITA) and Northrop Grumman, has been completed at 82 of 89 agencies – 51 of which were completed in the last two years alone.



- Operates on the consolidated, modern, secure Commonwealth network serving more than 2,000 sites across the state
- Receives continuous security monitoring and updates on PCs and servers
- Uses the consolidated email system and statewide global address list for more than 71,000 state employees
- Receives assistance from the VITA Customer Care Center (VCCC or help desk) 24 x 7 x 365

Security Protects Data, Networks

- VITA and Northrop Grumman protected the Commonwealth's electronic data by fending off more than 111 million cyber attacks in 2011
- In 2011, 84% of all email messages were spam and more than 681 million messages were filtered out before reaching state employees' email box
- Network security is actively monitored 24 hours a day

What does a transformed agency look like?

- Uses refreshed/updated personal computers (PCs, which include desktops, laptops and tablets) with standard software that is routinely updated (the second round of refresh is underway; more than 14,000 PCs will be refreshed in 2012)



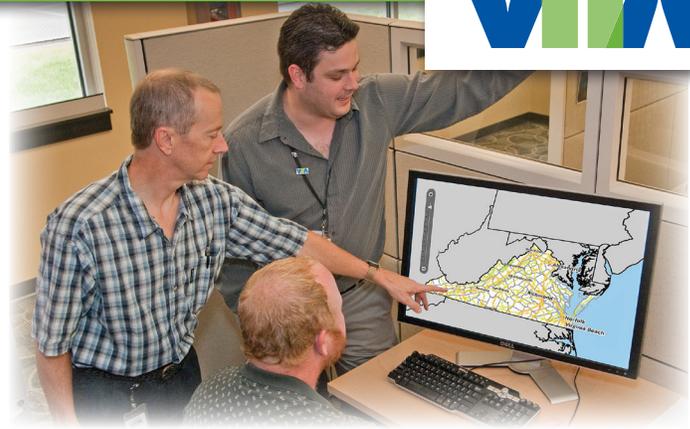
Virginia has received numerous national IT awards, including an A- rating (one of the top four ratings in the country) in the Center for Digital Government's Digital States Survey.



Case Study: Hurricane Irene

The strength of the partnership's IT infrastructure was proven through consistent operations during Hurricane Irene. VITA and Northrop Grumman:

- Proactively shut down 217 servers to prevent hurricane storm damage
- Deployed extra laptops to state agencies to support temporary field offices
- Seamlessly transitioned data center operations to generator power during widespread commercial power outages
- Dispatched support teams to state agencies during the storm to ensure the important services that citizens rely on remained operational
- Resolved more than 600 support requests stemming from hurricane-related power outages and downed telecommunications lines



Additional Accomplishments

- Achieved critical mass of agencies that have transformed to the standard, supported and secure IT infrastructure
- Established financial stability – Fiscal year 2011 was the first year in six that VITA has had a positive net income
- Improved customer service – VITA reformed several processes, including work requests, help desk, procure to pay, procurement and more
- Executed several initiatives to help agencies reduce costs – Commonwealth Information Technology Assessment (CITA), telephone expense management, loosening procurement
- Implemented a complexity-based model for project management
- Developed three new services offerings – Unified Communications as a Service (UCaaS), enterprise handheld services and hosted mail archiving
- Completed the first Commonwealth Technology Business Plan
- Concluded geospatial mapping of western half of Virginia

By the Numbers

1,200+

Number of VITA customers, including state agencies and localities

2,100+

Sites across the Commonwealth where VITA provides services

73.9%

Percentage of VITA IT services provided to the "Big Three" secretariats – Health and Human Resources, Public Safety and Transportation

1.22%

Average percentage of "Big Three" secretariat budgets spent on VITA IT infrastructure services

51

Number of major IT projects underway with a value of more than \$1 million

111 million

Cyber attacks fended off in 2011

681 million

Spam messages filtered that did not reach state employees' email boxes in 2011

VCCC (Help Desk)

Located in Southwest Virginia, our help desk operates 24 hours per day and averages nearly 45,000 contacts per month. Responsiveness and success rates exceed industry norms.

