



News Release

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Changes made to enhance VITA's customer service

Richmond, VA -- Commonwealth of Virginia Chief Information Officer (CIO) George Coulter today announced that he is reorganizing the Virginia Information Technologies Agency (VITA).

The reorganization is designed to focus intense attention on enhancing information technology (IT) services provided to the state agencies, Coulter said. He noted that changes also are expected in the Northrop Grumman partnership team to complement the new VITA organization. VITA and Northrop Grumman are in the fourth year of a 10-year, \$1.9 billion contract to modernize the IT infrastructure for executive branch agencies.

The new structure at VITA strengthens the customer service area, eliminates three directorates, has more units reporting directly to the CIO and calls for the formation of customer service teams with Northrop Grumman.

Highlights of the organizational changes at VITA include:

- Customer Account Management will be renamed Customer Services Project Management Organization (CSPMO), will absorb positions from the Service Management Organization (SMO) and Project Management Division (PMD), and will house the customer service teams.
- Commonwealth Security and Internal Audit will be separated.
- Enterprise Applications will include enterprise applications and architecture solutions.

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- Finance and Accounting will include Budget, Planning and Analysis.
- Supply Chain Management will absorb the SMO contract management group and the Small, Women and Minority (SWaM) program. Supply Chain Management will collaborate with Northrop Grumman to help reduce statewide IT contract cost.
- IT Investment and Enterprise Solutions (ITIES) will maintain Policy, Practice and Architecture and the Integrated Services Program.
- There are no changes to Legal and Legislative Services or Communications.
- All of the above and Human Resources will report to the CIO.
- The Commonwealth Security and Internal Audit, Finance and Administration, and SMO directorates will be eliminated.
- Four management-level positions and one support position will be eliminated.

"This restructuring, the changes in the Northrop Grumman program and reorganizing into customer teams will greatly increase our ability to serve our agency customers," said Coulter.

Coulter, who was named CIO by the Information Technology Investment Board (ITIB) on Aug. 20 and took over the job on Aug. 24, also today announced the formation of a CIO Council of agency IT and business leaders that will provide state agencies additional input into decision-making regarding information technology (IT).

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VITA is the Commonwealth's consolidated technology provider responsible for infrastructure, governance and oversight of major IT projects, security, enterprise solutions, and procurement of technology-related goods and services on behalf of state and local governments. www.vita.virginia.gov