



NOTES

Wednesday, December 3, 2009

Members Present

Sam Abbate, Northrop Grumman
Linda Belflower, Virginia Employment Commission
Dave Burhop, Department of Motor Vehicles
Dr. Jim Burns, Virginia Department of Health
Bethann Canada, Department of Education
Barry Condry, Chesterfield County
George Coulter, CIO, VITA
Prin Cowan, Motor Vehicle Dealer Board
Rick Davis, Virginia Department of Corrections
Maurion Edwards, Department of General Services
Wanda Gibson, Fairfax County
Steve Jones, City of Blacksburg
Robert Hobbelman, Department of Social Services
Murali Rao, Virginia Department of Transportation
Todd Richardson, Department of Mines, Minerals and Energy
David Simmons, Department of Game and Inland Fisheries
Val Thomson, Department of Environmental Quality

Members Absent

Sharon Kitchens, Department of Taxation
Rick Phillips, Department of Accounts

Others Present

Debbie Secor, VITA
Marcella Williamson, VITA

Welcome

CIO Coulter told the CIO Council that he was seeking the council recommendation regarding modifying Executive Order 82. He stated that it would be easier to install software installation, updates, security patches, antivirus updates and perform enterprise vulnerability scanning and urgent software patches if state employees left their computers in the stand-by mode overnight, on weekends and over holidays. Also, stand-by mode allows for faster start up of PCs. Currently, employees are instructed to shut down at night. After a lengthy discussion, council members agreed it would be better to place PCs in a stand-by mode.

Network Redundancy

CIO Coulter reported that meetings on the redundancy needs had been held with some agencies. He said the team is determining the cost, availability and the agencies' requirements to determine services that will best meet their needs.

VITA Customer Care Center (VCCC or Help Desk) Improvements

Chad Carter addressed members' concerns expressed at the last council meeting regarding hold times, misrouted tickets, premature closure of tickets, ticket closure e-mails and survey questions.

Hold times – Northrop Grumman is working on a plan to augment staff; however, that plan will not be executed until sometime in January 2010. In the meantime, VITA and Northrop Grumman are focusing on:

- Improving agent's productivity
- Mitigating calls through the use of the front-end message and p-synch scripts
- Moving staff to handle the expected increase in password (COV and non-COV) resets

Waiting to report a critical issue – A silent option has been implemented, tested internally, and is ready to be piloted by the members of the CIO Council. To use the option, call the VCCC at 1-866-637-8482 and select option 9. Please note: users will not hear the option since it is a silent option.

Premature closure of tickets – November's data suggests that 12% of the VCCC's total contacts were reopened. In the next month, the focus will be on:

- Contacting Gartner to determine a performance target
- Working with the EUS organization in an effort to reduce "re-work"

Request to change e-mail address from

scadmin@sceast.it.northropgrumman.com to VCCC@vita.virginia.gov – Northrop Grumman is scoping the effort necessary to implement this change. As mentioned, it's been suggested that the MSP configuration of ServiceCenter has complicated Northrop Grumman's ability to meet this request.

Request to better understand assessing severity levels – An excerpt of the CIA has been posted to the VCCC's Web site at <http://vita.virginia.gov/vccc/> under the "Severity Levels" link located to the right of the page.

Request for data pertaining to agencies – The data can be found at <https://vashare.virginia.gov/sites/vita2/APMStatus/SLA/Oct2009/Agency%20Level%20Summary%20SLA%20reports%20%20October%202009/Forms/AllItems.aspx>. Data pertaining to incidents, networks and servers is provided.

Request for a better way to report non-critical issues – Instead of sending an e-mail, users should complete the online form: <http://vita.virginia.gov/vccc/incident/vcccIncident.cfm>. The form also can be

accessed on the VCCC Web site by selecting the "Incident Reporting Form" link. The goal is to eliminate the form and have all non-phone calls reported via eSupport.

Misrouted tickets – It would appear that the plan shared with the council last month is yielding positive results. Since January 2009, misroutes have been reduced from 12% to 6%. Still, pockets of misroutes may be higher at certain agencies. VITA will continue to monitor misroutes and ask AITRs to notify their CAMs if they believe misroutes at their agency continue to occur frequently.

Customer Teams

Debbie Secor informed the council on the process of the customer teams and explained how they would work. She informed the committee that she now had four divisions reporting to her: Project Management lead by Mike Sandridge, Operations lead by Chad Wirz, and two Customer Service Divisions. She is in the process of interviewing for the Customer Service Managers who will lead those teams. Both of the Customer Service Managers will be assigned four teams that include:

- Customer Service Lead
- Northrop Grumman Agency Operations Manager (AOM)
- Northrop Grumman Deployment Manager (ADM)
- VITA Project Manager (PMD)
- Northrop Grumman Service Integration Manager (SIM)
- Northrop Grumman Project Manager (PM)
- VITA Supply Change Manager (SCM)
- VITA Security
- VITA Operations
- VITA Finance
- VITA Enterprise Architecture

The Customer Service Managers will be the point of escalation and will be empowered to make decisions.

Request for Services (RFS) Changes

Debbie Secor informed the council that she was working with Mike Sandridge to revamp the RFS process. The RFS process has been moved under PMD to be run internally similar to a project. Mike would like to get the council's input on the process before the next CIO Council meeting. Debbie also informed the council that Mike Melton was working with Northrop Grumman to get the catalog completed and online.

Roundtable

Difficulty using the account request form was noted. A re-design was suggested. Debbie Secor took the suggestion as an action item.

Next Meeting

Council members agreed to meet again on Wednesday, Jan. 6, 2010.