



## NOTES

Thursday, Oct. 1, 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  
Robert Hobbelman, Department of Social Services  
Sharon Kitchens, Department of Taxation  
Rick Phillips, Department of Accounts  
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

Steve Jones, City of Blacksburg

### Others Present

Debbie Secor, VITA  
Marcella Williamson, VITA

### CIO Report

CIO Coulter said the CIO Council was formed to help VITA make decisions and to fully involve agencies moving forward. He said members will determine the effectiveness and direction of the council, and that he wants members to be ambassadors to agencies and their secretariats. He invited members to attend the next Information Technology Investment Board (ITIB) meeting. David Simmons suggested members attend all ITIB meetings.

Coulter explained the new, flattened VITA organization. He explained that there is a dotted line so that the Northrop Grumman Computer Security Incident Response Center reports to VITA Security Director John Green.

He said he wants everyone comfortable that due diligence has been done and pricing is reasonable or best, and that customer concerns are addressed. Coulter said after the infrastructure is in place and sound, additional business will be sought from localities, universities and colleges, other states and federal agencies to enhance revenue and reduce costs.

## **Roundtable comments**

**Billing** – Members noted that agencies currently receive three or four bills, and that bills still are not accurate.

**Storage** – Cost is a concern; storage increases dramatically as a result of records retention requirements.

**Redundancy** – MPLS redundancy is a priority.

Coulter asked for volunteers to assist with a request for proposals (RFP) for storage and for MPLS. Todd Richardson, Val Thompson, Robert Hobbelman and Dave Burhop agreed to serve on the storage RFP group and Rick Davis, Murali Rao and David Simmons agreed to serve on the MPLS RFP group.

**Sites without broadband** – Some locations do not have broadband. Additional MPLS contracts likely will create competition and result in additional towers to extend broadband being constructed by the vendors.

**CPU processing** – The cost should be examined.

**Proprietary networks and connectivity** – This may be a concern if more carriers are added. Wanda Gibson said Fairfax's interconnectivity of three state networks could be a model and makes proprietary networks a non-issue.

**Cost to localities** – Localities will be interested in VITA offerings if they show value.

Debbie Secor provided an update on the role of her new customer teams, which will be formed around secretariats.

**Architecture, infrastructure and infrastructure support** – These need to be pulled together.

**Paperwork** – There is too much paperwork with no intrinsic value for the customer.

**Just want it done** – The process doesn't matter; customers just want the work done.

**Decision making/escalation process** – The customer teams should be able to make decisions, and that should reduce the need for escalation.

**Contract affecting business** – VITA's Comprehensive Infrastructure Agreement with Northrop Grumman should not impact agencies' business; IT should have one face to customers who should not be placed between VITA and Northrop Grumman when issues arise.

**Team concept** – The team concept will help agencies.

Sam Abbate, Northrop Grumman, was introduced and stressed customer service, empowerment of the team and the commitment of Northrop Grumman.

**Culture** – There is concern about the punitive culture, and that the IT workforce is stressed and defeated.

**Customers** – Agencies have not felt like customers for a long time.

**Over promising** – VITA and the new CIO should be careful about over promising and not being able to deliver.

**Help Desk** – The Help Desk is an area of concern. The challenges range from the name (Help Desk, Service Desk, VITA Customer Care Center – VCCC) and its purpose to the length of time it takes for the phone to be answered, resolving problems and following up.

**Security** – Security is the “tail wagging the dog.” Security needs to be balanced and should be invisible until a policy is broken.

CIO Coulter said he will share a combined organizational chart at the next meeting, and as the CIO Council continues to meet, may look at functions that now are with Northrop Grumman that should not have been outsourced.

**Staff augmentation process** – It was noted that VITA currently has a request for proposals (RFP) out for staff augmentation. It was noted that the Governor's Chief of Staff involved a contingent labor steering committee that made recommendations, but that the RFP appears to be the same process as before and does not include the steering committee's recommendation.

**Slowness of PCs** – The addition of desktop maintenance tools is slowing down PCs; however, it was noted some PCs are not being updated (particularly with McAfee).

**Office 2003** – PCs are receiving Office 2003, not 2007, which is two versions behind. Difficulties with documents are developing between 2003 and 2007 versions.

CIO Coulter said he wants to bring the MPLS, storage, architecture, help desk and contract staff challenges to the CIO Council.

Council members agreed to meet monthly on a Wednesday and that no alternates would be permitted. Members agreed to keep the existing council for now.