



Meeting Notes January 26, 2009 2:30-4 p.m.

Attendance

Name	Agency	Attendee
Ballinger, Sylvia	VDOT	
Bernstein, Dorothy	VSP	
Dunn, Cheryl	VITA	Yes
Erbach, Tiffany	Booz	Yes
Giddings, Ron	DMV	
Goheen, Pam	DMV	Yes
Hayden, Bill	DEQ	
Markva, Craig	DMAS	Yes
Monson, Mark	DHP	Yes
Rodriguez, Cheryle	VDH	Yes
Tywman, Bruce	DJJ	
Williams, Greg	DCE	
Williamson, Marcella	VITA	Yes

CIO presentation

Council discussed a recent CIO presentation, "VITA in Review." Mr. Monson indicated that the agency perception of VITA is not positive. He believes mentioning cultural resistance to change is insulting to agencies and is a dismissal of agencies' concerns. Ms. Goheen said that agencies are resisting change, and VITA has a challenge with change management.

Mr. Monson said emphasizing the awards won by IT is not helpful. He said he believes the awards are not meaningful to agencies.

On slide #10, Ms. Goheen said using the federal government as a comparison may not be positive since agencies believe federal rates and costs are too high.

Ms. Goheen said slide #14 was impressive, although she did not know the facts behind the numbers.

New transformation deployment plan

Ms. Williamson reported that transformation will not be finished on June 30 as originally planned. She said VITA and Northrop Grumman will focus on the top 20 largest agencies first to move network transformation forward. Network transformation is the first step before remaining upgrades can be made to the infrastructure. Ms. Monson said that an aggressive schedule needs to mesh with the needs of agencies to reduce the amount of work time lost due to computers being refreshed. He said the top agencies may not know who they are and suggested that be communicated as soon as possible.

Ms. Williamson said that slippage in the schedule has been a concern, and VITA doesn't want the delay to go on indefinitely. She noted that Debbie Secor e-mailed a transformation schedule to agencies so agency staff can be prepared for transformation.

Mailbox limitation

Ms. Erbach discussed the limitation of 100 mb for mailboxes. She noted state employees often leave large amounts of e-mail in their inboxes, which takes up room on servers. She said employees must manage inboxes and place e-mails in files. A member questioned if the 100 mb includes everything in Outlook including the calendar or just e-mails. Ms. Erbach said she will clarify what is covered in the 100 mb.

Mr. Markva said his agency is under court order not to delete messages and asked how instant messaging is handled in regards to FOIA. Ms. Williamson noted that the Library of Virginia provides information on records retention.

Ms. Erbach asked for feedback about the messaging document. One member noted it would be helpful to include the cost of the 100 mb mailbox and the 500 mb mailbox, which is an upgrade option. Not showing these costs could appear as if VITA is not forthcoming with information.

All-council meeting

The Communications Customer Council will be asked by Debbie Secor to coordinate and host a meeting of all customer councils. All members from this council are encouraged to attend. The purpose of the all-council meeting is to share what other councils are doing. Mr. Monson offered to help reserve space at the Perimeter Center since there are rooms available to hold 100 attendees.

AITR meetings

Dates of future meetings will be shared with council members by Ms. Dunn. Materials and more information are available on VITA's Web site.

Open Discussion

The group agreed that continuing to hold bi-monthly conference calls works well, and they can provide input as needed between meeting dates via e-mail.