



Transforming Information Technology for the Commonwealth

What is the Virginia IT Infrastructure Partnership?

The Commonwealth of Virginia and Northrop Grumman have formed the *Virginia IT Infrastructure Partnership*. The Virginia Information Technologies Agency (VITA) is overseeing the partnership on behalf of the Commonwealth. This partnership is transforming state government's IT infrastructure to provide the best and most up-to-date IT hardware and software to you and your agency. Transformation will continue through 2009 and will reach more than 60,000 employees at 80 Executive Branch agencies.

How will the partnership benefit me and my agency?

When transformation is complete, you and your co-workers will benefit from:

- Standardized PCs that are designed to do the tasks you need to do
- Standard e-mail service, Microsoft Outlook, that will contain a firewall and virus scan
- Consolidated help desk for easier routing and resolution of your IT issues
- Phone service using Voice over Internet Protocol (VoIP) with static-free lines and more phone features
- Audio and data conferencing with reservationless conferencing, operator-assisted conferencing and WebEx features for instant document sharing

There will be extensive improvements behind the scenes, including two new data centers and enhanced networks, servers, etc.

How will I get the information I need to get ready for transformation? What if I need help to fix problems that may arise?

VITA provides information to your agency IT representatives, who will provide the information you need to prepare for transformation. You will learn what is going to happen, when it will happen and any steps you need to take to get ready. Transformation is occurring systematically through agencies. If you haven't heard anything yet, it may be because work has not yet started at your agency.

When your PC is replaced, partnership employees will work with you to ensure you have access to all your necessary programs, files and favorite links. Information will be provided by the technician who replaces your PC about what to do if you have questions or problems.

Are agencies satisfied with the results of transformation activities?

More than 20,000 desktops, laptops and tablets already have been replaced, many of which were more than six years old. Users have expressed appreciation for the new equipment and the ease of the process. Other transformation projects, such as the move and start-up of the new data center, have been very successful. Such massive change is never easy, but with your patience and cooperation, we will improve the IT infrastructure so that you can better serve citizens of the Commonwealth.

Some of the agencies that have gone first have reported some issues, but overall are satisfied with transformation activities. Here's one comment: *"We experienced some of the hiccups that come with a new environment where people are doing new things, but we are working through them. There will be a big benefit for state government and for citizens when everything is in place."*

Get **updates** about transformation projects

<http://www.vita.virginia.gov/itpartnership/default.aspx?id=369>

Sign up for a **monthly e-newsletter** that provides information on the transformation

<http://enews.vi.virginia.gov/vita/netnews.cfm>