

## February, 2007 - January, 2008

As of September, 2007, 1 of the 22 initiatives was cancelled and the status of the other 21 is as follows:

<b>Blue</b>	1 initiative ( 4.8%)
<b>Green</b>	14 initiatives (66.6%)
<b>Yellow</b>	6 initiatives (28.6%)
<b>Red</b>	0 initiatives (0%)

### **Objective A: Implement COV Information Security & Public Safety Programs (Weight: 30%)**

Initiative	Completion Due	Status	Status Description
1. Analyze specific data from APA SJR51 & develop plan to assist agencies in the no plan & the inadeq. categories by 3/07 & begin impl. by 4/07. (Chief Inf. Security & Internal Audit Officer [CISIAO] - Peggy Ward)	April 2007	<b>GREEN</b>	* <b>Complete</b>
2. Assess current VITA Security policies for compliance with COV Inf. Security Stds by 5/07 & modify existing policies or create new policies as needed by 8/07. (CISIAO - Peggy Ward)	August 2007	<b>GREEN</b>	* <b>Complete</b>
3. Begin drafting Inf. Security Audit Guideline by 4/07 & issue by 9/07. (CISIAO - Peggy Ward)	<del>September</del> December 2007	<b>YELLOW</b>	* Draft outline is complete; 2 reviews have been completed & it will be ready to post to ORCA in Oct. & published in December.
4. Provide inf. security assurance to customer agencies based on agency templates, technical data, infrastructure controls, & requirements by 8/07. (CISIAO - Peggy Ward)	August 2007	<b>GREEN</b>	* <b>Complete</b>
5. Complete the revision of VITA's COOP plan to comply with VDEM guidelines & include agency-based locations <b>as provided by the agencies</b> by December, 2007. (CISIAO - Peggy Ward)	December 2007	<b>YELLOW</b>	* VITA has requested updated IT DR plans from customer agencies, NG Team is analyzing. VITA COOP team continues to meet on bi-weekly basis to complete revision of the COOP Plan.
6. Complete statewide update of Virginia Base Mapping Program (VBMP) orthophotography, with product distribution to agencies & localities beginning in 12/06 & concluding in 6/08. 2006 Data Distribution - 6/07; 2007 Data Distribution - 6/08. (IT Investment & Enterprise Solutions [ITIES] Director - Jerry Simonoff)	June 2008	<b>BLUE</b>	* The finished 2006 product has been distributed to the localities. The contractor completed the 2007 "fly season" in May 2007. Weather delayed acquisition somewhat pushing acquisition close to the emergence of foliage, but images were acquired & are now being processed. Processing of the 2007 data is progressing well & is actually being delivered to the localities about one month ahead of schedule.
7. Next Gen. E-911 Planning - In collaboration w/the Wireless E-911 Services Bd & other public safety stakeholders, dev. a comprehensive plan for the future of E-911 throughout the COV by 12/07. Note: This initiative should leverage the VITA partnership transf. investments to the max. extent possible. (ITIES Director - Jerry Simonoff)	December 2007	<b>GREEN</b>	* The dev. of a comprehensive plan is in its formulation stage. Staff time had delayed progress so a contractor was retained to facilitate the process with a committee established by the Wireless E-911 Services Bd. Interviews have been conducted w/key stakeholders & a draft plan has been identified the need of a future E-911 system & the gaps from the current state. The committee will continue to meet to develop recommended initiatives to position the COV for the future. The final report is expected to be completed by December 31, 2007.

## **Objective B: Lead the VITA Partnership Transformation (Weight: 30%)**

Initiative	Completion Due	Status	Status Description
1. Improve & deliver IT Infrastructure Services to currently established service level objectives leading to target SLA's per the partnership comprehensive agreement. (Service Management Organization Director [SMO] – Fred Duball)	June 2009	YELLOW	* Project to implement interim SLA reporting is behind schedule. TR066 is in flight to develop detailed SLA specification documents (metrics definition) & to implement interim SLA reporting as environment is transformed. Pending items include development of an integrated schedule (reporting aligned to transformation schedule) & definition of broader reporting analysis and improvement processes.
2. Align IT Infrastructure Services delivery improvement, transition & transformation plans with customer satisfaction & relationship management. (SMO Director – Fred Duball)	August 2009	YELLOW	* 1) Emergency IT Ops Support Plan solution changed at the request of VDEM which drove completion date change. 2) CISC standards gaps identified some gaps will be addressed with server consolidation. 3) On schedule with transition and transformation plans as well as customer satisfaction and relationship management tasks.
3. Manage partnership financials as defined over time by the comprehensive agreement. (SMO Director – Fred Duball)	<del>June 2007</del> July 2007	GREEN	* Contract Year 1 complete. Developing and managing through Contract Year 2.
4. Achieve partnership facilities milestones for the Commonwealth Enterprise Solutions Center (CESC), Southwest Enterprise Solutions Center (SWESC), & Richmond Plaza Building (RPB). (SMO Director – Fred Duball)	November 2007	GREEN	* Executing to plan & schedule.
5. Achieve partnership milestones for implementation of primary & backup security operation centers & for planning & implementing the security audits on a risk based frequency. (SMO Director – Fred Duball)	<del>June 2008</del> March 2009	GREEN	* On schedule for Security operations and audits - addressing partner staffing with respect to operations and transformation components.
6. Transform the End User, Data Center, Network service areas by achieving partnership milestones within Desktop, Asset Management, Messaging, Helpdesk, Server, Mainframe, Voice & Data Network & related infrastructure technology towers. <b>Dependency: Significant risk attributed to high dependency on agency business and IT staff availability.</b> (SMO Director – Fred Duball)	January 2008	YELLOW	* Executing to plan & schedule with the following exceptions: Help desk tool Peregrine is behind schedule. Network project management functions running behind schedule. Significant risk attributed to high dependency on agency business and IT staff availability.

## **Objective C: Improve Customer, Employee & SWAM Programs (Weight: 25%)**

Initiative	Completion Due	Status	Status Description
1. Increase VITA direct Small, Women & Minority-Owned (SWaM) business spending to \$30 million for fiscal year 2007, from \$24 million spent in fiscal yr 2006 (ending 6/30/06). (Finance & Administration [F&A] Director – Jim Roberts)	January 2008	GREEN	* VITA SWaM spend = \$29.7M for FY07, just short of the \$30M goal for FY 07. Goals to increase direct SWaM purchases include direct, charge card & sub-contractor spending through DBE certified providers & represents about 12.0% of eligible spend. 1 <sup>st</sup> yr reporting of Verizon's use of SWaM subcontrs has been adjusted downward from prior reports to more accurately reflect their SWaM spending estimates. 2007 program features include updated procurement policies consistent with EO 33, 12 hr head start for SWaM vendors to obtain candidates for staff aug., & improved subcontracting data tools & reporting with emphasis on NG partnership. Recent accomplishments include a contract award to a Dept. of Bus. Assistance STAR\$ participant, VITA sponsored contract using SWaM set aside, participation in statewide proc. fairs & further enhancements to SWaM reporting to improve automation & reporting. 80 vendors & agencies persons attended the joint VITA/NG SWaM workshop held 9/26/07.
2. Partner w/customers for mutual success w/the impl. of directorate level customer councils by 4/07 w/a goal of increasing customer satisfaction by: <ul style="list-style-type: none"> <li>• Increasing through education the understanding of key business processes of customer agencies &amp; of VITA.</li> <li>• Identifying key areas for process impr. &amp; taking immediate corrective actions.</li> <li>• Reengineering operational processes from the customer perspective &amp; with customer participation.</li> <li>• Coordinating agency bus. processes with VITA initiatives in areas such as transformation &amp; infr. modernization, supply chain, inf security &amp; inv. mgmt.</li> <li>• Conducting semi-annual surveys of those customer councils on the level of customer satisfaction by service category.- (Customer Account Management Director – Debbie Secor)</li> </ul>	<del>April 2007</del> August 2007	GREEN	* All Customer Councils and Customer Account Teams have been created and are meeting regularly, at least once per month. The first customer council questionnaire has been created in collaboration with Dr. Mary Guy Miller and will be sent out and compiled in October. Cabinet Technology Teams have also been reconstituted at the Secretary level.
3. Implement initiatives recommended in the 2006 VITA Communications Plan by 1/08. (Public Information & Communications Director - Marcella Williamson)	January 2008	GREEN	* Implementing the plan: a new, professional exhibit was produced & used at COVITS; the 3 e-newsletters have been distributed on time & readership is increasing; the Web site has been redesigned & is more outward facing but tweaking continues; need to focus on media training & promoting the COV Strategic Plan for IT; numerous other public relations/communications activities beyond that required in these initiatives are under way.
4. Impl.programs & initiatives to foster a culture that demonstrates our values by: <ul style="list-style-type: none"> <li>• Creating an Employee Council (with exec. sponsorship) to assist in impl. of strategic goals &amp; obj. by 4/07.</li> <li>• Creating &amp; implementing a customer service training &amp; ed. curriculum/program to improve internal/ external customer service behaviors, foster a creative thinking &amp; reasonable risk taking culture by 9/07.</li> <li>• Documenting improvements in agency HR processes, incl. perf. mngmt, employee recognition, recruitment, trng &amp; staff development, etc. by 12/07.</li> <li>• Incr. job satisfaction through emp. communications, training, &amp; formal &amp; informal recognition programs by 12/07.(F&amp;A Director – Jim Roberts)</li> </ul>	December 2007	GREEN	* Monthly mtgs of the Employee Advisory Council are held with Executive Sponsorship by Comms & Administration & Finance. Examples of follow up to the meetings held since March include a review of the employee rewards & recognition, more information and maps relating to the move to the Commonwealth Enterprise Solutions Center (CESC), two employee training session on the use of Sharepoint, and improved response to customer agency requests for accounts payable between VITA and NG, employee dress code & many issues associated with relocation to CESC. A formal rewards and recognition policy for VITA employees was adopted this summer

## **Objective D: Mature & Improve VITA Financial & ITIM Programs (Weight: 15%)**

Initiative	Completion Due	Status	Status Description
<p>1. Operate within approved VITA budgets. Enhance cash-management, receivables collections, &amp; rate setting reconciliation processes. (F&amp;A Director – Jim Roberts)</p>	December 2007	<b>GREEN</b>	* VITA revenues & expenses are on target with projections. Cash & accounts receivable balances are closely monitored and improved sufficiently to repay the treasury loan. New automated (Peoplesoft) Budget system was implemented & training conducted. Revised Cost Allocation Plan was approved by cognizant parties & fully implemented. FY 2008 Budget developed, & being revised due to economic downturn.
<p>2. Provide value added IT Investment Management (ITIM) that allows all Executive Branch Agencies to more effectively apply resources to IT investments through a three phase implementation.</p> <ul style="list-style-type: none"> <li>• Phase 1—Implement the ProSight portfolio management tool for Commonwealth investments by 4/07 (Major IT Project).</li> <li>• Phase 2—<b>In coordination with the ITIM Customer Council</b>, promulgate a new Commonwealth the ITIM Standard, complete agency ITIM assessments, and develop initial agency ITIM plans <del>by April, 2008</del>. <b>The Phase 2 implementation schedule will be recommended by the ITIM Customer Council to the CIO and ITIB.</b></li> <li>• Phase 3—Execute agency ITIM plans in support of Commonwealth Strategic Planning Process <del>by July, 2010</del>. <b>The Phase 3 implementation schedule will be recommended by the ITIM Customer Council to the CIO and ITIB.</b></li> </ul>	<p><del>July 2010</del> TBD</p>	<b>GREEN</b>	* Phase 1 - The ProSight implementation (major IT) project is complete. Phases 2 & 3 - Based on a CIO recommendation and ITIB approval, an ITIM Customer Council has been chartered to evaluate the overall ITIM strategy for the Commonwealth and to provide recommendations regarding ITIM implementation to the ITIB. As part of their recommendations to the ITIB, the ITIM Customer Council will propose associated tasks and timing for any Phase 2 and Phase 3 implementation plans. The ITIM Customer Council has expanded their evaluation to include use of an ITIM Organizational Maturity Model as part of the implementation strategy. In addition, the Council is identifying additional value-added processes and best practices for incorporation into Phase 2 and 3 tasks.
<p>3. Pilot the next phase of the Commonwealth IT Investment Portfolio Application by 6/08 (subject to FY 08 funding). The pilot involves implementing an instance of the ProSight application in VITA that at a minimum will handle VITA's application portfolio and support time reporting and resource allocation. The pilot involves training VITA staff, configuring the ProSight application to meet VITA requirements, converting &amp; loading the necessary project information, installing MS Project in a Microsoft server environment, creating a bridge between MS Project &amp; the VITA ProSight instance, &amp; implementing &amp; using the new ProSight application in a production environment. (ITIES Director – Jerry Simonoff)</p>	<p><del>June 2008</del> July 2008</p>	<b>CANCEL</b>	* Cancelled due to budget reductions

<p>4. Implement approved single statewide shared rates for agency based services, VGIN cost recoveries, &amp; project management standards rates. (F&amp;A Director-Jim Roberts)</p>	<p>June 2008</p>	<p><b>GREEN</b></p>	<p>* Bills based on decentralized service rates retroactive to July 1, 2006 have been submitted to customers and adjusted to current billings. This implementation has been closely coordinated with DPB and has resulted in improved cash balances. Revised PMD cost allocation plan developed, but rejected by JLARC.</p>
<p>5. Provide the knowledge base to assist the ITIB &amp; our partners in (a) gaining a better understanding of how IT investments support the business of the Commonwealth, &amp; (b) identifying collaboration opportunities through refinement &amp; expansion of the Enterprise Architecture by 6/08.</p> <ul style="list-style-type: none"> <li>• Refine the Enterprise Business Model (EBM) descriptions to provide an additional level of detail on the business functions (selective Management of Government Resources lines of business) of the Commonwealth &amp; the agencies that perform those functions by 7/07. The NASCIO multi-state enterprise architecture cooperative was initiated to help Virginia decompose the 39 lines of business in the Enterprise Business Model &amp; to help other states develop their Enterprise Business Architecture. The intent is to break this effort into 6 month increments that would include decomposing selective lines of business, then mapping, verifying &amp; validating their applicability to each agency's As-Is Business, Solutions, &amp; Information Architectures. The second 6-month increment of the decomposition of the EBM will be completed by 2/08.</li> <li>• Develop an initial Enterprise Solutions Architecture (ESA) inventory of Executive Branch Agencies' current solution applications &amp; supporting development tools, mapped to the EBM by 7/07.</li> <li>• Develop an initial Enterprise Information Architecture (EIA) inventory of databases used by the ESA by 7/07.</li> <li>• The combination of these initiatives will provide the ITIB with expanded capabilities to (a) analyze on-going costs &amp; the life cycle stage of an agency application in relation to current/planned projects to enhance or replace that application, &amp; (b) identify multi-agency collaboration opportunities and/or the need to develop/fund enterprise wide solutions. (ITIES Director - Jerry Simonoff)</li> </ul>	<p><del>June 2008</del> March 2009</p>	<p><b>Yellow</b></p>	<p>* At the direction of the CIO, the schedule for implementing this objective has been adjusted to reduce current impacts on our customers as they go through the transition process. The revised schedule will be based on identifying and scheduling early adopter/volunteer agencies by working through the CAMs. Data Collection vehicles have been developed and are being used to collect data in four agencies and all small agencies. Collected data is being loaded into the Systems Architect (SA) tool by NG. Additional volunteers and early adopters will be added to the data collection efforts after the pilot agencies are completed.</p>