

VITA Customer Feedback Channels

Channel	Stakeholder	Description	Frequency
Agency Internal Oversight Committee Meetings	Agency Project Stakeholders	Meetings to govern IT projects at the agency level. VITA PMD staff are nonvoting members of these committees. These meetings provide the agency a forum and communications mechanism to VITA in reference to project risk, issues, and successes.	Varies by project but Monthly as a rule
AITR Meetings	AITRs	Provide AITRs with information on current and upcoming activities. Every meeting includes a round table segment during which AITRs may pose questions and/or provide feedback. AITR meetings have also been used to solicit feedback on key customer processes using break-out groups.	Quarterly in 2015, bi-monthly in 2016
CIO Council	Select IT Leadership (e.g., CIOs, AITRs, CTOs)	Advises the Commonwealth CIO	Bi-monthly
Commonwealth Information Security (IS) Council	12 members; Agency ISO or IS staff	The Commonwealth Information Security Council recommends strategic direction on commonwealth information security and privacy-related initiatives. The purpose of the council is to increase, through education, the understanding of key business processes of state agencies; to obtain consensus and support for enterprise-wide security initiatives; to identify key areas for process improvement; and to coordinate agency business processes with VITA (directorate) processes.	Bi-monthly
Connections SharePoint site	AITRs & CIOs	SharePoint site that includes a suggestion box for users to offer ideas and a discussion area for interactive discussions among users. Customer Relationship Management staff monitors and passes on feedback received from customers to the appropriate VITA resource.	Continuous
Customer Surveys	AITRs, CIOs, Training attendees, Users	Customer surveys may be initiated for a variety of reasons, for example: To gain insight on specific priorities (e.g., recent CIO Council sponsored survey regarding priorities for new services) To gain insight on how customers wish to interact with VITA (e.g., recent Communications survey) To gauge how well VITA has delivered training (e.g., post-training surveys) To assess satisfaction with Help Desk (VCCC) ticket resolution (i.e., resolution notification includes a link to a survey for every ticket closed)	As needed
Data Steward meetings	Agency Data Management Professionals	There are three groups: Executive, Functional and Technical. Purpose is to help define and further the COV Enterprise Information Architecture as well as to share knowledge on general data issues and related tools	Quarterly
Enterprise Architecture (EA) Customer Domain Teams	Agency SMEs	Whenever an EA report is created or updated, a domain team for agency SMEs is created. VITA EA facilitates the effort while the SMEs provide real world agency experience and perspective. They also edit and generate content.	As needed
Information Security Officers Advisory Group (ISOAG)	ISOs	Regular meeting of the Information Security Officers Advisory Group	Monthly
ITAC meetings	Members	ITAC meetings offer members the opportunity to provide advice to VITA	Quarterly

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ITSP, AITR, ITIM, and Project, Program, and Portfolio Training Sessions	Agency IT project, program, portfolio (AITRs) managers, CAMs	Classes provide opportunity for discussion and contact with agency staff charged to develop agency IT strategic plans, understand IT investment management concepts, and deliver successful IT projects. Feedback on processes, challenges, and issues come during discussion periods.	Quarterly classes
ORCA	Any interested person	Tool to obtain feedback on proposed policies, standards and guidelines (PSGs) and other documents. Generally, VITA posts documents for a 30 day public comment period before the final, formal approval.	As needed
Project Management Summit	Project Managers and other COV staff interested in COV IT Project Management	Full day of training for project managers and others with opportunities for networking, discussion, Q&A with VITA project management staff.	Annual
Project teams	AITRs, CIOs, other customer resources	VITA has a number of process improvement and other initiatives and projects currently underway. We have involved customer representatives on each of the project teams.	On-going
Roadmap Meetings	AITRs	CAMs meet with customers to brief and solicit input on infrastructure technology roadmap changes	Bi-annual
Secretariat Oversight Committee Meetings	Cabinet Stakeholders, DPB analyst, VITA CIO (represented), Agency Head	Governing body for Major IT Projects (cost over \$1 million) that meets as needed to review changes, initiation, and resolve problems too large for agency oversight committees. Provides another venue to address issues related to VITA services.	As Needed
VITA OneStop Mailbox	All using the work request process	Currently this is the mailbox that work request users use for communicating to VITA staff regarding all issues regarding work requests. The use of this mailbox will grow as more processes are implemented through the customer experience improvement initiatives now underway at VITA.	Continuous