



Virginia Information Technologies Agency

Welcome!

Communications Exchange Meeting

March 25, 2008



Virginia Information Technologies Agency

Legislative Update and Special Recognition

Lem Stewart, Chairman

Communications Exchange Meeting

March 25, 2008



2008 Budget Actions

- Agency budget supplements for VITA rates
 - **\$4.7m** GF FY08 (FY07 balances netted out); \$9.5m GF FY09, FY10 (cuts addressed separately)
- VITA savings/governance
 - \$4.9m GF FY08 - (no agency reversions)
- IT procurement – remains with VITA
- E-911 – remains with VITA
 - chairmanship of board to VDEM Coordinator
- SJR 129/Budget Item #29
 - JLARC Study of VITA project management, procurement, governance and oversight



Select 2008 IT Legislation

- **HB 1469 / SB 307 – Data Breach**
 - Applies to both private and public sector (and ALL levels of government - Local and State)
 - Definition of what is a "breach" - includes both an unauthorized access of unencrypted data AND which causes, or is reasonably believed to cause, identity theft or fraud to a Virginia resident
 - A breach of over 1,000 data subjects requires the entity to also notify the OAG
 - Section F of HB1469 provides a safe harbor for entities that already have data breach notification requirements
 - The State's security standard (COV ITRM Standard SEC501-01) is more robust in certain aspects.
 - For example, in VITA policy/standard there is no requirement that actual harm, or a proven identity theft must occur before a state entity must report the breach. Also, the state's standards apply to ALL data subjects, not just Virginia residents.
 - Set a floor, not a ceiling for breach notification responsibilities - thus state entities subject to SEC501-01 should continue to follow that Standard



Select 2008 IT Legislation

- **HB 634 / SB 132 - Government Data Collection and Dissemination Practices Act (GDCDPA) Use of SSNs**
 - No agency shall require an individual to furnish or disclose his social security number or driver's license number unless the furnishing or disclosure of such number is (i) authorized or required by state or federal law and (ii) essential for the performance of that agency's duties.
 - Delayed effective date of the bill, until July 2009. However, there is a study component due in the interim, requiring state agencies to study their own collection and use of SSNs, and report to the FOIA Council and JCOTS on such collection and use by October 1, 2008. Forms are to be developed by JCOTs and the FOIA Council
 - Regardless of whether the agency collects the SSNs itself, through a vendor, or even for example, through the Virginia.gov portal, the agency is deemed to be the collector of the personal information and must have the requisite statutory authority.



Organizational changes

- The 2008 General Assembly approved changes to the structure and organization of state government
 - Oversight of the Virginia War Memorial moves from Dept. of General Services to Dept. of Veterans Affairs
 - The Dept. of Charitable Gaming merges into the Dept. of Agriculture and Consumer Affairs
 - The Office of the State Fire Marshal merges into the Dept. of Fire Programs
 - Both Schools for the Deaf, Blind and Multi-Disabled are merged into the Staunton location, to be completed in 2010 (Hampton receives some funding in FY09)



Bravo! Well done!

- House Joint Resolution 613 recognizes the people who worked for months planning and executing the successful mainframe move in December
- Introduced by Del. Sam Nixon and passed both chambers Mar. 6
- We are proud to recognize the team:

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VEAP Update & Key Initiative Briefing
Tuesday, March 25th, 2008



VEAP

Virginia Enterprise Applications Program

Agenda

1. VEAP Update
2. Key Initiative For Today's Presentation
 - Business Intelligence



VEAP

Virginia Enterprise Applications Program

VEAP History

Mar '07

Sep '07

Dec '07

Feb '08

Financial Mgmt ERP

**Financial Mgmt ERP
Performance Budgeting
Business Intelligence**

**Governor's Budget
APA Report**

**Financial Mgmt
Performance Budgeting
Business Intelligence
Document Management
Mainframe Modernization Efforts
Citizen Facing Portals
Customer Relations Management
HR Initiatives
Electronic signature
Licensing initiatives
IT governance plans**

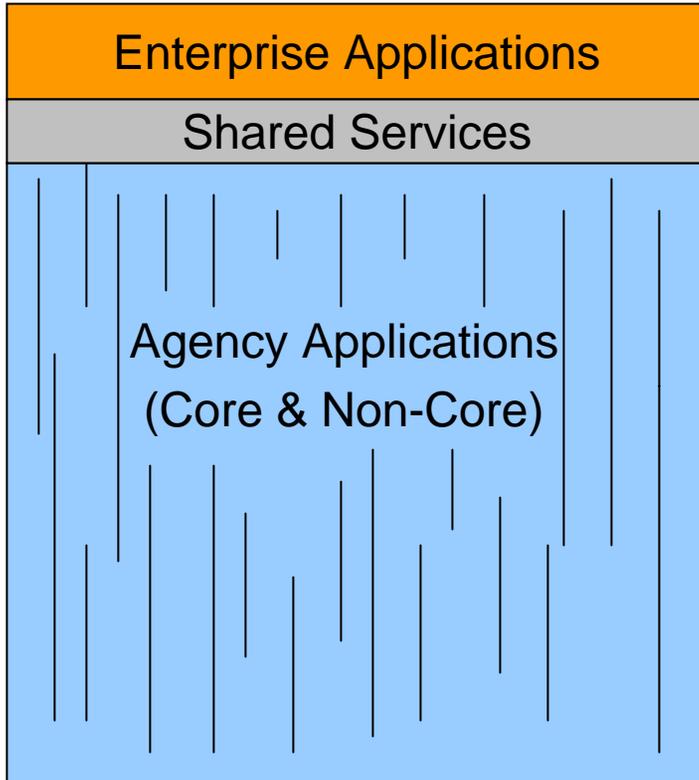


VEAP

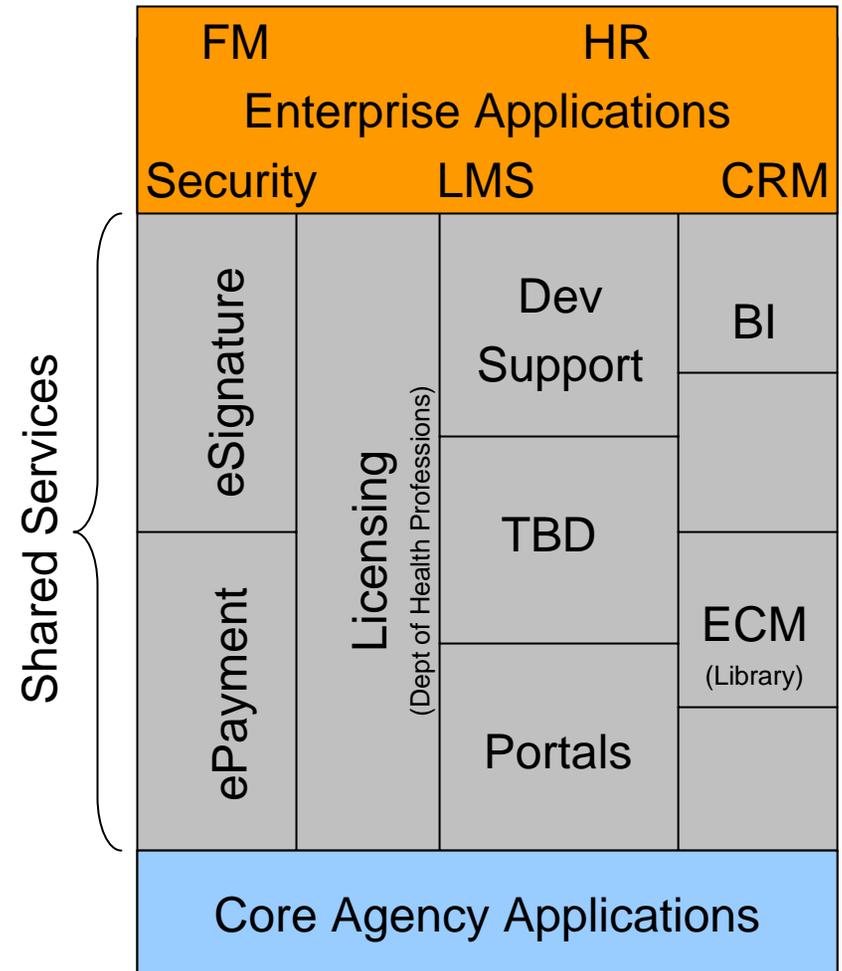
Virginia Enterprise Applications Program

Application Architecture

“As-Is”



“To-Be”





VEAP

Virginia Enterprise Applications Program

Future Vision

- Comprehensive IT Governance Model
 - Aligned to business strategy
 - Encompassing the entire portfolio
- Portfolio of on-demand and hosted solutions
- Data-centric environment where information is recognized as an asset
- Shared Service Centers delivering business capability
- Centers of Excellence delivering focused support
- Virginia Government acting as a single, unified enterprise when its in their best interest



Business Intelligence Initiative Brief
Leonard Nottingham
Tuesday, March 25th, 2008

Will cover the following:

- What is Business Intelligence (BI)?
- Why a focus on BI now?
- What is VEAP's BI Initiative?
- What is the value that the BI Initiative will provide to my agency and the Commonwealth?
- Where are we with the Initiative now?
- How can the AITRs help with the BI Initiative?
- Who should I contact with BI Initiative questions/input?

What is Business Intelligence?

- Likely to get different answers – just a reflection of the fact that Business Intelligence encompasses a number of areas
- Business Intelligence is a broad set of capabilities that includes
 - Reporting
 - Ad Hoc querying
 - Alerts
 - Notifications
 - Dashboards
 - Scorecards
 - Forecasting
 - Visualization
 - Drilling through / ‘slicing and dicing’ cubes of data
 - MetaData Management
 - ETL (Extract, Transform, Load)*
- Simply stated, BI involves leveraging/unlocking information in data already available

Why BI Now?

(BI in the Big Picture)

- Strategic Commonwealth objective is to modernize our central administrative systems
- How does implementing BI now help?
 - Taps the value in the data that we already have
 - Enables leadership to make better decisions...today
 - Helps determine what data is missing / required of new / updated systems
 - Provides an impetus for data transmission standards

What is VEAP's BI Initiative?

Key Objectives:

1. Help coordinate efforts to select BI toolset with capabilities to meet Commonwealth and agency BI needs
2. Develop and publish policy that establishes BI toolset as a standard
3. Establish development/training, test and production environments suitable for agency BI deployments
4. Establish a BI Center of Excellence that assists agencies with specific BI efforts and provides governance for the use of the BI toolset
5. Create an awareness of and an understanding about the BI Initiative
6. Deliver BI implementations for two agencies within eight (8) months of BI RFP award



What is the BI Initiative's Value to My Agency & the Commonwealth?

VEAP envisions:

- Avoiding unnecessary and repetitious evaluations of BI vendors, tools and services
- Securing more favorable BI tools and services pricing than could be achieved on an agency by agency basis
- Offsetting the cost to agencies associated with acquiring and implementing BI tools
- Helping agencies assess the need for and suitability of BI tools and services
- Providing access to and assistance from knowledgeable BI resources before, during and after Commonwealth and agency BI implementations



VEAP

Virginia Enterprise Applications Program

What We've Heard

1. The Commonwealth needs to secure favorable license and maintenance pricing that does not require unnecessary up front and/or exorbitant cost. The agreement should be one that scales dollar-wise with the Commonwealth's needs.
2. The license pricing should consider all types of possible users (including the public, business users with limited technical skills, "power users").
3. There needs to be a clear definition of the scope of the BI Initiative and its related standards and policy
4. Agencies will not be required to uproot / replace existing BI implementations.
5. If, for future BI implementations (including upgrades, conversions or initial implementations), the selected BI standard does not meet an agency's specific needs, then the agency should be able to seek a waiver.
6. The technology exists to accomplish BI Implementations; however, the focus needs to be on communicating with, enabling and equipping the people who will ultimately accomplish the BI Initiative.
7. How is VEAP funding this initiative?

Where are we with the Initiative now?

- RFP proposals came back March 7th
- Currently evaluating the proposals
 - Well-rounded team of agency functional and technical representatives
- Planning for:
 - BI Center of Excellence
 - BI Standard / Policy
 - Environments

How can the AITRs Help?

Participate in / by...

- Sharing with your agency what you've heard today
- Center of Excellence Planning
- BI Standard Policy Planning
- Environment Planning
- Keeping VEAP apprised of the information that your agency needs related to business intelligence



Virginia Enterprise Applications Program

VEAP

BI Contact Information

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Asset Management and Reconciliation Status

March 25, 2008

Mike Melton, Senior Agency Performance Manager



NORTHROP GRUMMAN

Asset Inventory and Reconciliation

Executive Summary

- The purpose is to make sure all infrastructure assets are “on the books” correctly and make adjustments where there are discrepancies
- Inventory accuracy is critical for billing and meeting service needs
- The reconciliation process is difficult and it is taking longer than we thought it would
- DMV and Dept. of Health Professions stepped forward to pilot the reconciliation process and help us improve
- We now have a better understanding of the complexity and have revised the schedule
- The original completion date was April 2008; the new target is December 2008
- While we need to move forward quickly, it is important we take the necessary time with each agency to do this once and to do this right
- We are putting processes in place to keep the inventory up-to-date as assets are installed, moved, added or changed (IMAC) and to conduct quality control checks

Asset reconciliation process is divided into 4 phases

Phase 1 – Pre-reconciliation

- VITA and Northrop Grumman work with your agency's Service Level Director (SLD) and partnership staff to reconcile as many variances as possible (80-90% of variances closed)

Phase 2 – Agency meeting

- Your Customer Account Manager (CAM) and Agency Performance Manager (APM) meet with your agency to discuss the status of the reconciliation and work with you to close the gaps on the remaining variances (10-20%)

Phase 3 – Asset inventory and mock bill review

- Based on discussions and decisions in the reconciliation meeting, VITA and Northrop Grumman prepare final asset inventory, review and validate with you the mock bill and service options

Phase 4 - Acceptance and implementation

- Once you sign off on the inventory, VITA and Northrop Grumman make final adjustments and initiate billing against the inventory

Based on complexity, we can predict timelines for completion

- Complexity
 - **Simple** = Agencies with less than 100 variances (48 agencies)
 - **Moderate** = Agencies that have more than 100 variances but fewer than 5,000 variances (23 agencies)
 - **Complex** = Agencies with more than 5,000 variances (4 agencies)
- Agencies of varying complexity requested to complete the process as early as possible within the schedule (11 agencies)
- Anticipated Project Time Frames

Phase	Simple (6 weeks)	Moderate (7 - 10 weeks)	Complex (9 - 16 weeks)
1 – Pre-reconciliation	3 weeks	3 - 5 weeks	3 - 10 weeks
2 – Agency meeting	1 week	2 - 3 weeks	3 weeks
3 – Asset inventory/mock bill	1 week	1 week	2 weeks
4 – Acceptance/implementation	1 week	1 week	1 week

Issues and lessons learned

- **Asset reconciliation process is taking longer than anticipated; we are taking action:**
 - Assigned 20+ staff resources
 - Conduct pre-reconciliation activities as soon as possible to address 80-90% of variances so we can work with you on exceptions (10-20%)
 - Moved agencies with critical needs to front of schedule
 - Implemented Altiris for electronic discovery to help address variances
 - Reconcile “simple” agencies in parallel with more complex agencies
 - Implement electronic discovery for servers (in planning)
 - Improve communications with stakeholders (plan developed)
 - Assess other options for conducting/completing reconciliations. Examples:
 - 1) Perform a complete re-do or a modified physical verification process
 - 2) Ask for your participation in completing inventory reconciliations

Issues and lessons learned

- **Asset reconciliation process will not be completed for many agencies before end of FY08**
 - Monitor schedule and resource plan to validate and manage to completion dates
 - Communicate regularly on progress, schedule and updates
 - Develop contingency plans for adjusting baseline and year 3 billing

Issues and lessons learned

- **The Commonwealth needs consistent processes and quality controls to help ensure accuracy of the inventory over time**
 - Develop and deploy install, move, add change (IMAC) process for all agencies (IMAC process developed; on track for full implementation in early April)
 - Develop and deploy quality control process for IMAC performance (Due mid-April)
 - Develop and deploy an asset inventory quality control process for agency sampling (Due late April)

Questions?



Hardware warranty & repair Parts ordering process

March 25, 2008
John Rinas, Northrop Grumman



Parts Ordering Process: New warranty and post-warranty parts ordering process improving repair time

- Covers hardware components for everything (network, server, desktop, phones, printers, etc). *Just components*, not whole unit replacements
- Leverages an existing process supported by Northrop Grumman Logistics
- Staff receives parts the next business day
- Minimizes opportunity for errors
- Fully functional across enterprise by March 15
- Customers have already seen improvement



Virginia Information Technologies Agency

Roundtable





Virginia Information Technologies Agency

What's coming up

Debbie Secor

Director, Customer Account Management



What's coming up

- April 4 – End-of-year deadline for requisitions in eVA (for FY08 billing)
- April 11-13 – Live disaster recovery test at Southwest Enterprise Solutions Center
- Mid-April – VITA customer satisfaction survey
- [date] – Consolidated request for data on servers/applications



Meetings & events

- Mar. 27 Finance Customer Council
- Apr. 1-2 Continuity of operations planning (COOP) training, VDEM
- Apr. 8 Information Security Officers Advisory Group
- Apr. 8-9 COOP training, VDEM
- Apr. 9 SCM Customer Council
- Apr. 17 IT Investment Board meeting
- Apr. 21 Commonwealth Information Security Council
- Apr. 21 Communications Customer Council
- Sept. 7-9 COVITS 2008, Williamsburg



Our next meeting

Joint CIO/CAO Communications Exchange

April 24, 2008

8:30 – 11 a.m.

Department of Motor Vehicles
2300 W. Broad St., Room 702
Richmond, VA

Please bring ID and check in with security