

INFORMATION TECHNOLOGY INVESTMENT BOARD (ITIB)
2008 Virginia Information Technologies Agency (VITA)
Customer Insight Survey

Email Text to Survey Participant

Subject Line: VITA Customer Insight Survey – Please Complete by nn/nn/2008

Dear (Name)

Welcome to the 2008 Virginia Information Technologies Agency (VITA) Customer Insight Survey.

VITA is overseen by the Information Technology Investment Board (ITIB). The ITIB is a 10-member board that includes four citizen members appointed by the Governor, four citizen members appointed by the General Assembly, and the Secretary of Technology and Auditor of Public Accounts. I am honored to serve as current Chairman of the ITIB.

The ITIB directed that this survey be conducted. It is a follow-up to the 2005 VITA customer survey, and includes baseline questions from that survey plus some new questions. It is being independently conducted and your comments will remain anonymous.

The survey objective is to find out how you think VITA is doing with its offerings -- from information technology to telecommunications to project management -- and to generate ideas for future services. As a representative of a state agency or locality, your opinions, ideas and expertise are integral to helping VITA improve its services. As VITA improves its services to you, you can better serve YOUR customers -- the citizens of the Commonwealth.

To access this survey, please point your browser to <http://www.lnwprogram.org/virginia>. Once at the site please log-in [Insert Directions]

In order for VITA to fulfill its mission of being “Virginia’s preferred government IT partner,” the ITIB and VITA need your best thinking, ideas and feedback. Thank you in advance for your cooperation and support.

Sincerely;

James F. McGuirk II

Chairman

Information Technology Investment Board (ITIB)

Survey Overview (Text that will be used as introduction in survey)

Welcome.

This survey provides an opportunity for you to evaluate the services you currently receive from VITA (the Virginia Information Technologies Agency). It is a follow-up to the 2005 VITA customer survey, and includes baseline questions from that survey plus some new questions. It is being independently conducted and your comments will remain anonymous.

The survey objective is to find out how our customers think VITA is doing with all its offerings -- from information technology to telecommunications to project management -- and to generate ideas for future services. As a representative of a state agency or locality, your opinions, ideas and expertise are integral to helping us improve VITA services. As VITA improve its services to you, you can better serve YOUR customers -- the citizens of the Commonwealth.

In addition to determining how you view VITA's service delivery, this survey is part of a larger initiative by the Information Technology Investment Board (ITIB), VITA and Northrop Grumman to help ensure that Virginia continues to be a leader in providing citizen services through the efficient and effective use of information technology.

To meet this goal, the ITIB and VITA will be working over the coming months to sustain and improve VITA's performance by incrementally refining its services. We will be looking to the future and envisioning completely new forms of services that will maximize VITA's ability to meet ever-changing citizen demands.

VITA is dedicated to being "Virginia's preferred government IT partner." The ITIB need your best thinking to ensure that VITA achieves its collective mission, and we look forward to hearing from you.

Enter Survey >

Welcome to the VITA Customer Insight Survey. This survey should take approximately 30 minutes to complete.

Section One: In order to help the ITIB understand your ideas and views, we would like to know more about you and your organization. Knowing your organization

and your role will help us to accurately compare ideas across the many types of organizations and customers VITA is serving.

1. Organization Name [Open-Text Box][Drop Down Box](for example; Virginia Dept of Transportation, Chesterfield IT, E911 locality.
2. Your Last Name [Open-Text Box]
3. Your First Name [Open-Text Box]
4. Your Organizational Role [Drop Down Box]
 - Executive Manager
 - Administrative
 - Line Manager
 - Program Manager
 - Project Manager
 - Applications
 - Technical Support
 - Finance & Billing
 - Procurement
5. Do you serve on a VITA Customer Council or do you know someone at your organization who serves on a VITA Customer Council? [Yes or No]
6. Your Official Email Address [Open-Text Box]
7. Please select the services you currently receive from VITA:

IT Support	Telecommunications	E-911 and GIS	Project Management
Desktop	Voice	Geospatial information (mapping)	IT Strategic Planning/Investment Management
Server	Video	Enhanced 911	IT Project Oversight and Consulting
Mainframe support	Audio-conferencing	Radio engineering	IT Standards and Enterprise Architecture
Messaging and directory services	Data		
Network connectivity	Design and engineering		
Helpdesk			
Consulting			
Procurement, contracts and purchasing			
Website development (virginia.gov)			
√ My organization	√ My organization	√ My organization	√ My organization

currently uses some or all of these services	currently uses some or all of these services	currently uses some or all of these services	currently uses some or all of these services
I am not familiar with and/or my organization does not use these services	I am not familiar with and/or my organization does not use these services	I am not familiar with and/or my organization does not use these services	I am not familiar with and/or my organization does not use these services
My organization would like more information on utilizing these services. Yes or No	My organization would like more information on utilizing these services. Yes or No	My organization would like more information on utilizing these services. Yes or No	My organization would like more information on utilizing these services. Yes or No

Section Two: Now that we know your general background, please tell us more about how aligned VITA’s services and IT infrastructure are with your current needs, and whether those services are consistently meeting your expectations.

Scale for this section Below

1 = *Very Dissatisfied*

2 = *Slightly Dissatisfied*

3 = *Neither Satisfied or Dissatisfied*

4 = *Moderately Satisfied*

5 = *Very Satisfied*

+ *Have Not Used*

1. Please indicate how satisfied you are with the following **IT Support** services from VITA

- a. Desktop Support
- b. Server Support
- c. Mainframe Support
- d. Messaging and Directory
- e. Network Connectivity
- f. Helpdesk
- g. Consulting
- h. Procurement, Contracts and Purchasing Services
- h. Website Development (Virginia.gov)
- j. For any services ranked 3 or below, what action would you advise VITA to take that would enable you to rank this item a 4 or above in the future? [Open Text]

2. Please indicate how satisfied you are with the following **Telecommunications** services from VITA.
 - a. Voice Services
 - b. Video Services
 - c. Data Services
 - d. Audio-Conferencing Services
 - e. Design and Engineering
 - f. For any services ranked 3 or below, what action would you advise VITA to take that would enable you to rank this item a 4 or above in the future? [Open Text]
3. Please indicate how satisfied you are with the following **E-911 and GIS** services from VITA.
 - a. Geospatial Information (Mapping Services)
 - b. Enhanced 911
 - c. Radio Engineering
 - d. For any services ranked 3 or below, what action would you advise VITA to take that would enable you to rank this item a 4 or above in the future? [Open Text]
4. Please indicate how satisfied you are with the following **Project Management** services from VITA.
 - a. IT Strategic Planning/Investment Management
 - b. IT Project Oversight and Consulting
 - c. IT Standards and Enterprise Architecture
 - d. For any services ranked 3 or below, what action would you advise VITA to take that would enable you to rank this item a 4 or above in the future? [Open Text]
5. Please rank the performance of VITA on the following dimensions:
 - a. Understanding of your organization's mission and policy objectives
 - b. Understanding of your organization's programmatic business objectives
 - c. Alignment of IT services and support with your organization's business objectives
 - d. Developing and adopting policies, standards and guidelines for managing IT
 - e. Communicating changes in policies, standards and guidelines
 - f. Assisting your organization in the development of information management plans
 - g. Developing and adopting policies, standards and guidelines for procurement
 - h. Establishing statewide standards for the efficient exchange of electronic information and technology
 - i. Developing statewide technical and data standards for IT and related systems to promote efficiency and uniformity
 - j. Providing assistance and support to your organization in the development of IT projects
 - k. Providing expert guidance and oversight on information security issues

6. For any item ranked 3 or below, what action would you advise VITA to take that would enable you to rank this item a 4 or above in the future? [Open Text]
7. When reflecting on the services above, what in your opinion is VITA doing exceptionally well? [Open Text Optional]
8. What other customer service needs do you have that you think VITA should offer in the future? [Open Text Optional]

(question 9 removed at the request of the ITIB)

Section Three: Now that we know more about your ideas and views on how VITA can improve in the near term, we would like to know your thoughts, ideas and insights on the future IT needs of your organization and your customers. In particular we are looking for insights on how VITA can work with you leverage IT and network-enabled business models to achieve better outcomes from your organization's programs. Additionally we would like to know how VITA can work with you to develop new customer services and systems that help maximize your organization's effectiveness and efficiency.

1. Please tell us how important it would be to your organization to partner with VITA on the services below:

[4 Point Scale: 1 = Not Valuable, 2 = Neutral, 3 = Valuable, 4 = Very Valuable]

- a. Assessing citizen needs and your operating environment to help determine your organization's future policy needs, opportunities and risk
- b. Providing guidance and support in your organization's strategic planning process in order to optimize the use of IT across your enterprise
- c. Working with your organization to develop and align enterprise IT architecture with your organization's policy and program goals
- d. Helping your organization to harness information and data that enable the development of metrics and benchmarks for assessing policy and program effectiveness (achievement of targeted outcomes) and efficiency (cost effectiveness of program)
- e. Assessing and reporting for your organization how IT and network-enabled business models can bring improvements in or enable new programs
- f. Helping your organization leverage IT and network-enabled business models to enable more flexible and adaptable management processes and operational processes
- g. Helping your organization develop information-sharing models that enable enhanced communication and partnerships across organizational boundaries (internal, agency, jurisdictional, sector-based)

- h. Assessing how emerging technologies and network-enabled business models can help your organization's personnel to work more efficiently and effectively and expand their capabilities
- 2. In what ways could VITA improve its understanding of your organization's mission, business objectives and strategic planning needs? [Open Text Optional]
- 3. Does your organization have needs for services from VITA that are not currently being offered? If yes, please tell us what they are. [Open Text Optional]
- 4. What other general recommendations do you have to improve the performance of VITA? [Open Text Optional]

Thank you for completing the VITA Customer Insight Survey! Your survey will be open for you to come back and review or refine your answers until NN/NN/2008. On that date the survey will be closed and the results aggregated and analyzed.

The ITIB and VITA look forward to sharing the results with you and to working with you in the coming months.