

## February, 2007 - January, 2008

As of January 2008, 1 of the 22 initiatives was cancelled and the status of the other 21 is as follows:

Blue	1 initiative ( 5%)
Green	17 initiatives (81%)
Yellow	3 initiatives (14%)
Red	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	GREEN	* Complete
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	GREEN	* Complete
3. Begin drafting Inf. Security Audit Guideline by 4/07 & issue by 9/07. (CISIAO - Peggy Ward)	September 2007 December	GREEN	* Complete
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	GREEN	* Complete
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)	<del>December 2007</del> <b>January, 2008</b>	GREEN	* VITA has requested updated IT DR plans from customer agencies, and an NG Team continues analysis. Recovery plans are detailed and in place for customers on the SunGard contract. 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	BLUE	* 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 and are now being processed. Processing of the 2007 data is progressing well and is still 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	GREEN	* The development of a comprehensive plan is now progressing well. Touchstone consulting was retained to manage the planning process. Interviews have been conducted the key stakeholders and a facilitated session was conducted to refine the "Initiatives" to be undertaken by the Wireless E-911 Services Board. Based on the information collected a draft plan has been developed that identified the need of a future E-911 system and the gaps from the current state. The final report has been completed and was provided by December 31, 2007 to the Board and for public review. The Board meeting was postponed to January 30, 2008 due to quorum issues, but the Board is expected to approve the plan at that meeting.

## 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) and to implement interim SLA reporting, as environment is transformed. Pending items include adjusting schedule for interim reporting, completing Data Control Documents to adjusted schedule and definition of broader reporting, analysis and improving processes. Additional items include development of agency-specific reports.
2. Align IT Infrastructure Services delivery improvement, transition & transformation plans with customer satisfaction & relationship management. (SMO Director – Fred Duball)	August 2009	YELLOW	* Emergency IT Operations Support Plan for solution missed - remediation plan in process. Formalization of Start and Finish dates for IT Infrastructure Services status reports dependent on interim SLA commencement and agency specific reporting approach.
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	* Complete
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	* The finish date on the ISG was moved to 3/08 to reflect a change in the delivery of data circuits to SWESC. The CESC ISG is operational and the SWESC ISG equipment is in place. However, the task can not be considered complete until the SWESC ISG is fully operational.
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)	<del>January 2008</del> <b>April 2008</b>	YELLOW	* Executing to plan and schedule with the following exceptions: Help desk tools and training are behind schedule. VOIP financial review is behind schedule. Network and Desktop project management functions running behind schedule.

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

Initiative	Completion Due	Status	Status Description
<p>1. Increase VITA direct Small, Women &amp; 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 &amp; Administration [F&amp;A] Director – Jim Roberts)</p>	January 2008	GREEN	<p>* VITA SWAM spend totaled \$29.7M for fiscal year 2007, just short of the \$30M goal for FY 07. The goals to increase VITA direct Small, Women-owned &amp; Minority (SWAM) purchases includes direct, charge card &amp; sub-contractor spending through DMBE certified providers and represents about 12.0 % of eligible spend. First yr reporting of Verizon's use of SWAM subcontractors has been adjusted downward from previous reports to more accurately reflect estimates of their SWAM spending. 2007 new program features include updated procurement policies consistent w/EO 33, 12 hr head start for SWAM vendors in obtaining candidates for staff augmentation, &amp; improved subcontracting data tools &amp; reporting with particular emphasis on NG partnership. Recent accomplishments include a contract award to a DBA STAR\$ program participant, VITA sponsored contract using SWAM set aside, participation in statewide procurement fairs &amp; further enhancements to SWAM reporting to improve automation &amp; reporting. Eighty attendees representing vendors and agencies attended the joint VITA/NG SWAM workshop held on September 26, 2007. DMBE now plans to conduct a survey in January prior to preparing a brochure on Dispute Resolution with a committee including VITA's SWaM champion.</p>
<p>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:</p> <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>	<p><del>April 2007</del> October 2007</p>	GREEN	<p>* All tasks within this workplan have been completed. First questionnaire was sent out to the Customer Councils in October and results were reported during the October ITIB meeting. Customer Council meetings are ongoing. Next customer council questionnaire to go out around March, 2008questionnaire was sent</p>
<p>3. Implement initiatives recommended in the 2006 VITA Communications Plan by 1/08. (Public Information &amp; Communications Director - Marcella Williamson)</p>	January 2008	GREEN	<p>* The communications plan initiatives were implemented &amp; the most important &amp; time-sensitive projects completed. A communications plan must be flexible. As a result, 2 items were dropped &amp; one held over in consultation with the CIO. Many additional pro-active media, print, Web &amp; other communications activities were undertaken beyond the scope of the communications plan as opportunities arose.</p>
<p>4. Impl.programs &amp; initiatives to foster a culture that demonstrates our values by:</p> <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	<p>* Complete</p>

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

Initiative	Completion Due	Status	Status Description
1. Operate within approved VITA budgets. Enhance cash-management, receivables collections, & rate setting reconciliation processes. (F&A Director – Jim Roberts)	December 2007	GREEN	* Complete
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. <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>	<del>July 2010</del> TBD	GREEN	* Phases 2 & 3 – Current value-added Commonwealth ITIM processes and procedures have been disseminated to AITRs and project managers through the Fall 2007 PMD training sessions. The ITIM Customer Council has met monthly and conducted a workshop with project managers to identify additional value-added processes and best practices around ITIM for incorporation into Phase 2 and 3 tasks. At the January 2008 ITIB meeting, the Council will recommend ITIM best practices that will be incorporated into the published version of a Commonwealth ITIM Standard. Future Council actions will focus on completing Phase 2 & 3 activities as identified in the 2008 CIO objectives.
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 & loading the necessary project information, installing MS Project in a Microsoft server environment, creating a bridge between MS Project & the VITA ProSight instance, & implementing & using the new ProSight application in a production environment. (ITIES Director – Jerry Simonoff)	<del>June 2008</del> July 2008	CANCEL	* 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. VGIN internal service fund language was stricken from the 2007 Appropriations Act by the General Assembly.</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 3/09.</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 2/09.</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 7/08.</li> <li>• Develop an initial Enterprise Information Architecture (EIA) inventory of databases used by the ESA by 7/08.</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>GREEN</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>