



# CIO Council

**NOTES DRAFT v2**  
Tuesday, March 2, 2010

## Members Present

Sam Abbate, Northrop Grumman  
Linda Belflower, Virginia Employment Commission  
Dave Burhop, Department of Motor Vehicles  
Dr. Jim Burns, Virginia Department of Health  
Bethann Canada, Department of Education  
Barry Condrey, Chesterfield County  
George Coulter, CIO, VITA  
Prin Cowan, Motor Vehicle Dealer Board  
Rick Davis, Virginia Department of Corrections  
Steve Fox, Alcohol Beverage Control  
Robert Hobbelman, Department of Social Services  
Sharon Kitchens, Department of Taxation  
Murali Rao, Virginia Department of Transportation  
Todd Richardson, Department of Mines, Minerals and Energy  
David Simmons, Department of Game and Inland Fisheries  
Val Thomson, Department of Environmental Quality

## Attended via Conference Call

Maurion Edwards, Department of General Services  
Wanda Gibson, Fairfax County

## Members Absent

Steve Jones, City of Blacksburg

## Others Present

Shelia Alves, VITA  
Peggy Feldmann, VITA  
John Green, VITA  
Hubie Harris, VITA  
Sonya Hicks, VITA  
Amy Holschuh, VITA  
Steve Marzolf, VITA  
Mike Neely, Northrop Grumman  
Jane Newell, VITA

Mike Sandridge, VITA  
Debbie Secor, VITA  
Jerry Simonoff, VITA  
Dana Smith, VITA  
Marcella Williamson, VITA  
Susie Witter, VITA  
Chad Wirt, VITA  
Susan Woolley, VITA

## Welcome

George Coulter CIO welcomed members and let them know the Secretary Duffey was running late.

## Common Background Checks

John Green discussed developing a common background check process for IT workers supporting Executive Branch agencies. This approach would replace the numerous agency-specific processes currently in place, enhance support and drive down costs. Currently, Northrop Grumman must complete an agency-specific background check before an IT worker can support that agency. In the event of a significant operational incident or a surge of calls to the help desk, Northrop Grumman is hampered in its ability to deploy additional resources or must perform multiple background checks on the same set of IT workers.

John proposed establishing two levels of clearances for IT workers – a standard background check and an enhanced background check based on common practices in place today. This would allow Northrop Grumman to develop a pool of staff with the appropriate clearances to support multiple agencies. He proposed establishing acceptance criteria and a panel of agency staff to adjudicate individual cases in the event items surface in the background check. Currently, staff is researching background check processes in place at agencies and efforts in other states, such as Texas.

## Status of Transformation

Chad Wirz provided an update on transformation progress. As of February 26, overall transformation was 78.8 percent complete. Nearly 70 agencies have reached 90 percent or more completion, with 43 agencies 100 percent complete, 23 agencies between 95 and 99 percent complete, and two agencies between 90 and 94 percent complete. Chad also discussed the capstone effort to mark progress against the 470 items required for transformation completion. Of those, 122 items, or 26 percent, are complete.

## 90-Day Password Change

John Green updated the council on the positive results from changing the password reset requirement from 42 days to 90 days. He reported calls to the help desk for password resets were down, on average, by 100 calls per day or 3,000 calls per month. He informed the council that the first phase of the power management program (placing computers into standby mode with the power button) is more than 66 percent complete, with an estimated completion date of March 15. The second phase of the program (overnight maintenance/wake-on-LAN) begins in late spring.

## **Request for Service (RFS)**

Mike Sandridge provided an update on the service catalog and efforts to improve the request for service (RFS) process. The service catalog project was approved for planning and is on target for the "static" version to go live at the end of the month. VITA staff is interviewing agency staff to obtain input into the RFS improvements and service catalog. A prototype of the static version will be available for the April CIO Council meeting. The members provided positive feedback on efforts and progress made.

## **Broadband Contracts**

Sonia Hicks and Amy Holschuh provided an overview of the statewide broadband contracts that expand availability and access to high-speed Internet services across the Commonwealth. They demonstrated the Web-based tool to research service options by ZIP code, which is on schedule for release March 15. The feedback from the group was extremely positive.

## **IT Contingent Labor Contract**

Hubie Harris provided an overview of the new IT contingent labor contract awarded to ZeroChaos, benefits for agencies and improvements to the process for procuring staff augmentation and deliverables-based consulting services. He also discussed the steps in place to ensure continuity of support through existing engagements at agencies as the old contract expires. Dr. Jim Burns, Virginia Department of Health, who served on the advisory panel, was complimentary of the resulting contract, noting that many of the recommendations of the advisory group were included with reasonable accommodations.

## **Load Balancing/Disaster Recovery**

CIO Coulter provided an overview of the pilot effort initiated with Oracle, HP, Red Hat and F5 to leverage infrastructure at both data center facilities, update the disaster recovery approach and enhance resiliency of our network and services. Council members perceived this as a major step forward. Since the meeting with the vendors, several customer agencies have volunteered applications for the pilot program. The vendor partners continue to work together to develop a joint plan and approach as action items from the initial meeting last week. Coulter anticipates scheduling a follow-up meeting within the next two weeks.

## **CIO/AITR Communications Exchange Meeting**

Debbie Secor informed the council that all Agency Information Technology Resources (AITRs) are invited to attend a CIO/AITR Communications Exchange Meeting March 24. The council provided suggestions for enhancing the meeting and topics they believed would be of most interest and relevance to the larger group. A suggestion was made that the council conduct the meeting. Secor will draft an agenda using input from the council.

## **Network Capacity Management**

The council was provided a graph showing bandwidth usage. A network analysis showed significant non-business use of network resources, with usage spiking during the Winter Olympics. The council members discussed network capacity management in light of recent service disruptions and latency issues, and upcoming college basketball playoffs (March Madness). They agreed that blocking access to CBS Sports, and then additional sports sites if usage spikes, during the tournament would be a proactive step for enhancing network performance. With the council's support, VITA will begin notifying agencies that it will block that site and other sports-related sites if spikes occur.

## **Secretary of Technology Jim Duffey**

Secretary Duffey thanked the members for inviting him and said he would like to continue attending the council's meetings. He said his focus is on continuing to move forward on the infrastructure transformation.

## **Next Meeting**

Council members agreed to meet again on Wednesday, April 14, 2010.