COMMONWEALTH of VIRGINIA

Department of Veterans Services

John L. Newby II
Commissioner

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November 3, 2015

Via Electronic Mail

The Honorable John C. Watkins
Chair
Joint Legislative Audit and Review Commission
General Assembly Building
Richmond, Virginia 23219

Re: ITAC Proposal to Involve Agencies in Central IT Decisions

Dear Senator Watkins:

In advance of the November 9, 2015 JLARC Meeting and as required by Item 424E of the 2015 Appropriation Act, please find attached ITAC's Proposed Recommendation to JLARC on Improving Agency Involvement in IT Decision Making, as unanimously adopted by ITAC during its October 26, 2015 meeting. Also attached is the proposed charter for the establishment of the Customer Advisory Council as envisioned by the proposal.

I look forward to speaking with you and the Commission on Monday.

Sincerely,

John L. Newby II
Chair
Information Technology Advisor Council

cc: Nelson Moe, Chief Information Officer of the Commonwealth

Attachments

Proposed Recommendation to JLARC on Improving Agency Involvement in IT Decision Making

As required by Item 424E of the 2015 Appropriation Act, the Information Technology Advisory Council (ITAC) has developed this recommendation for the Joint Legislative Audit and Review Commission to improve agency involvement in the information technology (IT) decision making process. To ensure agency involvement, ITAC will continue to fulfill its statutory role of advising the Secretary of Technology and the Chief Information Officer (CIO) on the planning, budgeting, acquiring, using, disposing, managing, and administering of IT. As representatives of the business owners of state government appointed by the Governor, ITAC is in a unique position to ensure an appropriate level of agency involvement in IT decisions. ITAC will also work closely with a new body to be created by the CIO, the Customer Advisory Council (CAC), which will include agency staff who represent both business and IT stakeholders. The CAC will be a forum for agencies to provide guidance and recommendations to the CIO on IT governance, security, and infrastructure services.

Customer Advisory Council Charter

Background: The Chief Information Officer of the Commonwealth (CIO) and the Virginia Information Technologies Agency (VITA) must continually seek and include the perspectives of state agencies to effectively execute their statutory responsibilities to oversee information technology (IT) and provide IT services.

The CIO is forming the Customer Advisory Council (CAC) to advise the CIO on the proper planning, acquisition, and use of IT to serve the business needs of state agencies. The goal of the CAC is to expand agency involvement as well as improve business outcomes from the IT decision-making process. The CAC will consist of 15 members, drawn from each secretariat, and include both IT and business leaders.

Purpose: The CAC is an advisory committee with the purpose of providing high-level advice to the CIO and VITA. The CAC's recommendations are not binding on the CIO or VITA, and the CAC has no authority over VITA's staff or decisions.

Roles and Responsibilities: The CAC will be responsible to:

- Provide ongoing guidance and input to the CIO and VITA about the exercise of their statutory responsibilities for IT oversight and service delivery.
- Annually advise the CIO and VITA on potential and tangible impacts of (1) IT oversight, (2) service delivery changes, and (3) new IT initiatives on agency business processes, financial and human resources, and technical and operational requirements.
- Annually review the schedule of changes for retiring, maintaining, and upgrading enterprise infrastructure and provide feedback.
- Annually review VITA and vendor performance metrics.
- Biannually propose changes to (1) VITA's service offerings; (2) planning and management methods; (3) policies, standards, and guidelines; and (4) new approaches to IT, all based on agency business priorities and needs.
- Biannually review a portion of COV policies and standards and provide feedback on the ability of agencies to operationalize the requirements.
- On an ad hoc basis, recommend agency participants in RFP development and awards for enterprise IT services.
- On an ad hoc basis, review proposed policies, standards and guidelines, and recommend whether the CIO should approve.
- On an ad hoc basis, address requests by the CIO for specific information or recommendations regarding IT investments and services.
- Ensure all advice provided to the CIO and VITA is prudent within the context of managing and overseeing enterprise-wide IT investments and services.

Composition: The CAC will consist of 15 members selected by the CIO, representing both IT and business leadership of executive branch agencies and shall be designated in Appendix A. Membership will be drawn from each secretariat, and will include agencies of varying sizes. While there is no term limit, members must commit to an 18-month council term. In order to ensure continuity, replacements will be staggered so no more than one-third of the council seats are replaced within

any six-month period. Replacement or substitution will be considered by the CIO with guidance and feedback from stakeholders.

At the direction of the CIO, or upon the recommendation of the CAC, the current CIO Council will be convened as needed to advise the CIO and VITA about specific technologies, trends, priorities or opportunities. The CIO Council will continue to consist of IT leaders from 11 agencies, and its membership may overlap with the CAC.

Meetings and Agenda: Meetings of the CAC will generally occur every other month, and the agenda and materials will be prepared by VITA staff. CAC members may suggest agenda topics and related materials.

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Nelson Moe, Date
Chief Information Officer of the Commonwealth

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