



Virginia Information Technologies Agency

VITA Update

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**Joint Legislative Audit and
Review Commission**

Sept. 10, 2018



Agenda

- Expedited Transition
- Procurement Update
- Service Issues: Messaging (Email)
- Service Issues: Work Requests/eVA Orders
- IT Sourcing Budget
- Remaining Northrop Grumman Matters
- Takeaways



Expedited Transition

- Science Applications International Corporation (SAIC) assumed current IT infrastructure services from Northrop Grumman on Aug. 18
 - “Walk-in, take-over” was a success; SAIC took over at 12:00 a.m. on Aug. 18; four main tasks completed
 - Relocation of disaster recovery data center from Lebanon (Russell County) to Manassas
 - Relocation of help desk services from Lebanon to Clintwood, VA
 - Transfer of control of Commonwealth Enterprise Solutions Center (Chester) from Northrop Grumman to SAIC
 - SAIC assumed services previously provided by Northrop Grumman
- No significant service interruptions
- Executive branch has a new IT infrastructure services provider for first time since 2005



Expedited Transition

- Northrop Grumman employee retention: SAIC reports 90 percent of SAIC offers accepted; 78 percent of estimated Northrop Grumman employee population

Service Area	Incumbents Transferred	Rejected	Retained
Account Mgmt and Admin	35	10	78%
Data Center and Messaging	103	13	89%
Desktop	111	0	100%
Data Network	32	2	94%
Voice Network	17	1	94%
Security	27	5	84%
Help Desk	45	10	82%
Internal Apps/Chargeback	7	2	78%
TOTAL	377	43	90%



Expedited Transition

- Expedited transition will last four months
 - Still in 30-day stabilization period; 90-day maintenance period precedes Dec. 15 commencement of multisupplier model
- VITA and SAIC working with agencies to ensure critical projects/initiatives remain on track during 30-day stabilization period
- Help desk improvement already delivered
 - Prior to Aug. 18, average speed to answer (ASA) help desk calls anecdotally reported to be 30+ minutes
 - SAIC ASA week of Aug. 20 = 6:30 minutes
 - SAIC ASA week of **Aug. 27 = 0:35 minutes**
- Commonwealth successfully addressed top risk to successful transition to multisupplier model: uncooperative incumbent



Expedited Transition

90-Day Transition
May 25 – Aug. 17

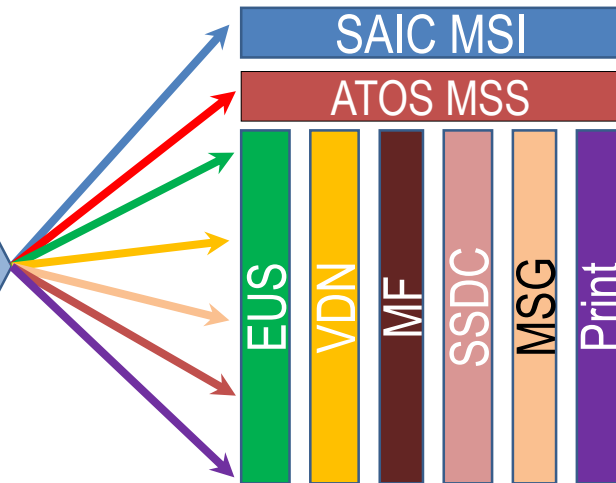


Four-Month Operation
Aug. 18 – Dec. 15



Aug. 17 | Aug. 18

Walk-in, take-over





Procurement Update

Service	Contract Execution	Service Commencement	Supplier
Messaging (email)	July 20, 2016	March 26, 2018	Tempus Nova
IBM mainframe	Sept. 26, 2016	June 5, 2017	Perspecta
Multisourcing service integrator (MSI)	Aug. 31, 2017	Oct. 2, 2018	SAIC
Security	Feb. 20, 2018	Nov. 5, 2018	Atos
Expedited transition	May 18, 2018	Aug. 18, 2018	SAIC
Server/storage and data center	Aug. 8, 2018	Dec. 15, 2018	Unisys
Voice and data network	Aug. 20, 2018	Dec. 15, 2018	Verizon
End-user services	~September 2018	Dec. 15, 2018	TBD



Service Issues: Messaging (Email)

- Issue: Backlog of email service tickets
- Cause: Insufficient service request, end-user support by Tempus Nova, Northrop Grumman
- Resolution:
 - Introduce new IT service provider as part of expedited transition – started Aug. 18
 - Addition of 4.5 FTEs by Tempus Nova to focus on email support and backlog of tickets – started Aug. 20
 - Train 10 SAIC resources to focus on email support and backlog of tickets – started Aug. 21
 - Add one VITA contractor to focus on backlog of tickets – started Aug. 24
 - Continue working with Tempus Nova to address performance



Service Issues: Work Requests/eVA Orders

- Issue: Backlog of work requests and eVA orders
- Cause: Slow down in delivery of these services by Northrop Grumman prior to Aug. 17
- Resolution:
 - Work requests - VITA and SAIC prioritizing work requests, devoting resources to eliminate backlog
 - eVA orders - VITA investigating orders if status is unclear, eliminating orders not being filled during expedited transition, and SAIC will process the rest



IT Sourcing Budget

- IT sourcing budget currently is projected to be cost neutral compared to previous costs incurred with Northrop Grumman
- Significant variability exists due to unknown outcome of litigation with Northrop Grumman
- VITA's line of credit increased from \$75M to \$165M in next biennium
 - Increase necessitated by impact of expedited transition on commonwealth's obligation to make one-time payment to Northrop Grumman for assets
 - VITA anticipates line of credit will be \$75M or less by FY20



Remaining Northrop Grumman Matters

- Disentanglement services
 - Winding down long-term contractual relationship; details such as transfer of documents, disposition of assets and final billing for services
- Commonwealth Enterprise Solutions Center (CESC) lease
 - VITA became primary leaseholder at CESC Aug. 18
 - VITA and Northrop Grumman executed partial assumption of lease; VITA took on all lease rights and financial obligations
 - VITA could not assume some lease provisions due to legal prohibitions
 - Lease expires June 30, 2022; VITA is planning to migrate all agency data out of CESC data center by January 2022



Remaining Northrop Grumman Matters

- Litigation
 - Northrop Grumman filed suit May 26, 2017
 - VITA filed counter-suit June 21, 2017
 - Claims bifurcated, preliminary trial dates set
 - 2017 failed mediation – June 2019
 - All remaining claims – October 2019
- Litigation did not prevent VITA from successfully undertaking expedited transition
 - Likewise, it will not prevent Dec. 15 commencement of multisupplier model



Takeaways

- Transition to new IT infrastructure services provider completed without any significant service interruptions
- VITA and SAIC working with agencies to ensure critical projects/initiatives remain on track during 30-day stabilization period
- Commonwealth continues to adapt its plan to the situation
- VITA's goal is maintaining operational stability to support agencies' ongoing delivery of services to Virginia's citizens



Questions?

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