JLARC
JOINT LEGISLATIVE AUDIT AND REVIEW COMMISSION

Update on the Virginia Information Technologies Agency (VITA)

Commission Briefing

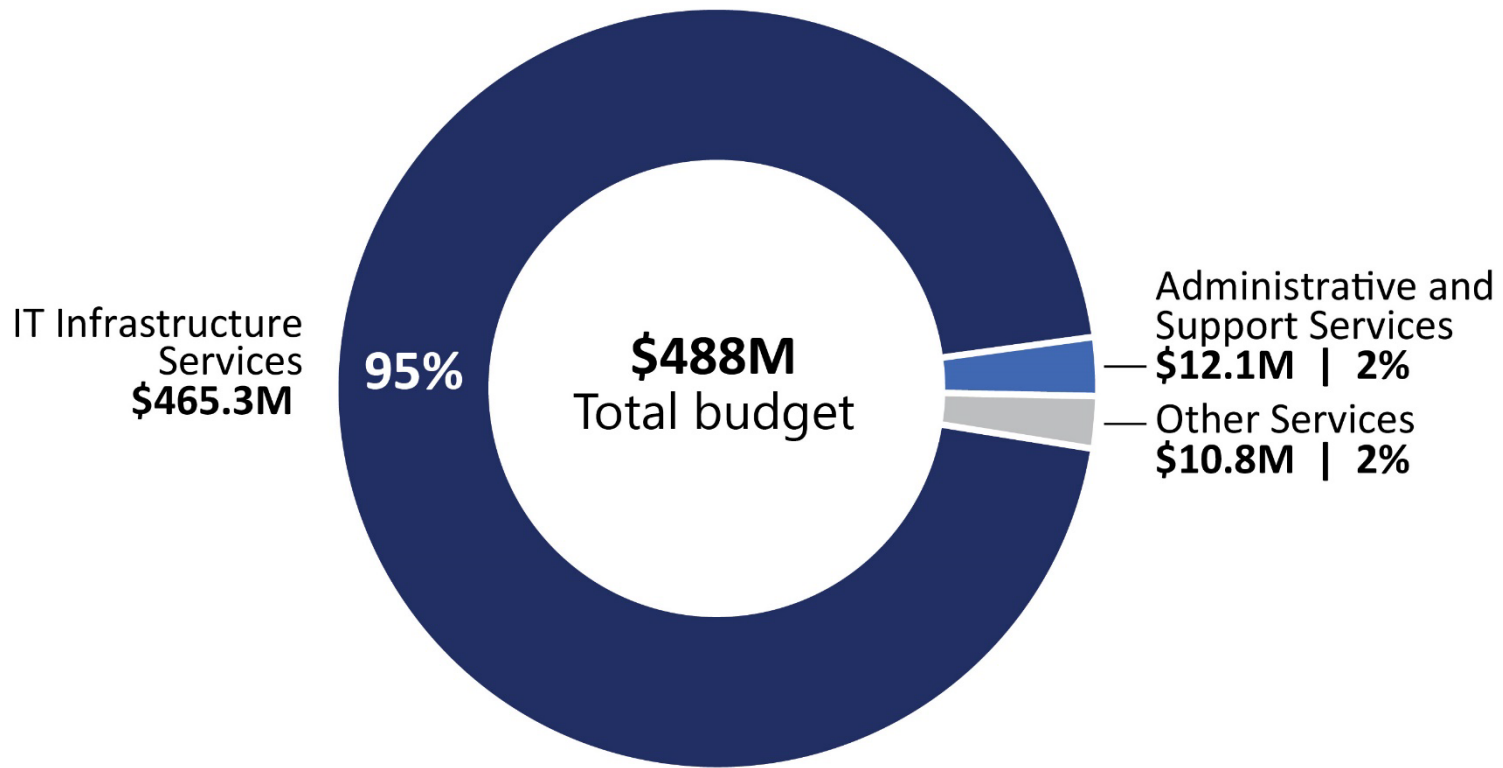# JLARC oversight of VITA

- Review and evaluate VITA on a continuing basis
  - VITA's infrastructure outsourcing contracts
  - Adequacy of VITA's planning and oversight
  - Cost-effectiveness and adequacy of VITA's procurement services

Item 36.D of 2023 Appropriation Act

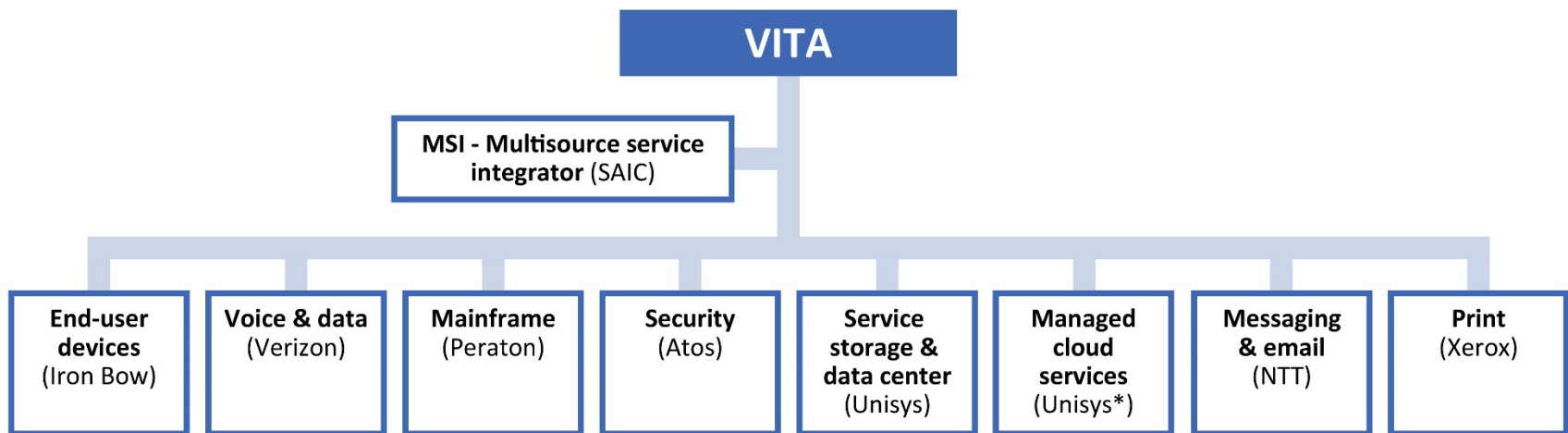# VITA provides infrastructure services and oversees agency IT

- Infrastructure services to 65 executive branch agencies
  - Include PCs and laptops, internet, phone, email, security

- VITA oversees agency
  - security
  - project management
  - procurement
  - IT strategic planning

Vast majority of VITA's annual budget is for infrastructure services (FY24)

IT Infrastructure Services
$465.3M

95%

$488M
Total budget

Administrative and Support Services
— **$12.1M | 2%**

— Other Services
$10.8M | 2%

Percentages do not total 100 because of rounding.

VITA transitioned to a multi-supplier IT service model in 2018

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                          │     VITA     │
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    ┌──────────────────────┐     │
    │ MSI - Multisource    │     │
    │ service integrator   │     │
    │ (SAIC)               │     │
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| End-user devices (Iron Bow) | Voice & data (Verizon) | Mainframe (Peraton) | Security (Atos) | Service storage & data center (Unisys) | Managed cloud services (Unisys*) | Messaging & email (NTT) | Print (Xerox) |

*VITA released an RFP in September 2023 for 3 additional managed public cloud services providers.

Impact: Improved resolution of service incidents

- 2020 JLARC report found that suppliers were still missing key performance requirements
  - Service incidents that remain unresolved 30 or more days
  - Incident tickets that have to be reopened

- JLARC staff recommended that VITA implement targeted improvement plans and regularly update agencies about incidents unresolved after 30 or more days

- VITA escalates all incidents that take over 30 days to resolve and regularly updates agencies on their status

Impact: Improved approach to meeting agency customer needs

- 2020 JLARC report found that VITA needed to more proactively address customer agencies' concerns
  - VITA did not survey agencies about each supplier
  - VITA made limited efforts to follow up on agency concerns

- JLARC staff recommended that VITA survey agencies about each supplier and use survey results to address agency concerns

- VITA expanded its customer satisfaction surveys to include questions about each supplier and established a process to address agency concerns

Impact: Improved network transparency

- 2020 JLARC report found nearly one-third of agency IT staff were dissatisfied with network services

  - Concerns with frequent network outages, slow connectivity, delayed upgrades

- VITA was not routinely providing agencies with critical information about the network

- JLARC staff recommended and VITA is now providing

  - Monthly network assessments to agencies

  - Annual reports on network adequacy (required by Appropriation Act)

Impact: Increase in VITA security staff

- 2021 JLARC report found that increases in VITA security staff had not kept pace with increased security workload

- JLARC staff recommended VITA develop a plan to fully staff its security group

- VITA completed a security staffing plan in 2021

- 2022 Appropriation Act provided funding for 9 additional security positions

Impact: More strategic use of contractors

- 2021 JLARC report found VITA relied heavily on contractors

  - About ¼ of VITA's workforce was contractors

- JLARC staff recommended that VITA develop

  - Guidelines for use of contractors

  - Plan for hiring classified staff to replace contractors

- VITA developed contractor guidelines in 2022

- 2022 Appropriation Act increased agency MEL, and VITA converted 20 contractor positions to classified positions

MEL = Maximum employment level

JLARC staff for this report

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