

# **Recommendations: VITA's Transition to a Multi-Supplier Service Model**

---

## **RECOMMENDATION 1**

The Virginia Information Technologies Agency should address all deficiencies identified in IT infrastructure contracts by Pillsbury Winthrop Shaw Pittman law firm as soon as practicable. (Chapter 3)

---

## **RECOMMENDATION 2**

The Virginia Information Technologies Agency should establish a process to ensure that procurements for IT services have an appropriate number of evaluation criteria and that adequate weights are applied to important criteria, such as supplier experience. (Chapter 3)

---

## **RECOMMENDATION 3**

The Virginia Information Technologies Agency (VITA) should, on an ongoing basis, ensure that the status of all deliverables and obligations included in its contracts with IT infrastructure suppliers is tracked through the use of a comprehensive tracking tool, beginning no later than July 1, 2020. (Chapter 4)

---

## **RECOMMENDATION 4**

The Virginia Information Technologies Agency should develop guidelines describing the circumstances under which staff should request IT infrastructure suppliers to complete remediation plans or pay financial penalties for submitting critical deliverables late and implement the guidelines consistently across all IT infrastructure suppliers. (Chapter 4)

---

## **RECOMMENDATION 5**

The Virginia Information Technologies Agency (VITA) should implement a process for automatically collecting penalties from IT infrastructure suppliers that do not report performance data or meet their performance requirements. VITA also should develop guidelines that specify circumstances under which VITA should temporarily grant suppliers relief from financial penalties on a case-by-case basis. (Chapter 4)

---

## **RECOMMENDATION 6**

The Virginia Information Technologies Agency should establish initial deadlines for all contract deliverables that IT infrastructure suppliers are required to complete a minimum of 45 days prior to the date that the deliverables are due. Deadlines should be conveyed to suppliers as soon as they are established. (Chapter 4)

---

**RECOMMENDATION 7**

The Virginia Information Technologies Agency should review and respond to all contract deliverables submitted by IT infrastructure suppliers within the contractually determined review period and regularly track whether staff are meeting this requirement for all contract deliverables. (Chapter 4)

---

**RECOMMENDATION 8**

The Virginia Information Technologies Agency (VITA) should develop and implement policies establishing (1) criteria for when issues should be referred to VITA's issue resolution platform; (2) a target metric for how long issues should take to be resolved within the platform based on priority level; and (3) a process for automatically escalating issues that exceed target metrics. (Chapter 5)

---

**RECOMMENDATION 9**

The Virginia Information Technologies Agency (VITA) should ensure all customer agency issues and supplier issues are identified and addressed through VITA's platform for issue resolution. (Chapter 5)

---

**RECOMMENDATION 10**

The General Assembly may wish to consider including language in the Appropriation Act directing the Virginia Information Technologies Agency to submit IT infrastructure service consumption estimates to agencies for validation each year prior to submitting rate information to the Department of Planning and Budget for approval. (Chapter 6)

---

**RECOMMENDATION 11**

The General Assembly may wish to consider amending § 2.2-2013 of the Code of Virginia to require the Virginia Information Technologies Agency to release a preliminary rate schedule to agencies upon the submission of the governor's budget each year. The rate schedule should be for the upcoming fiscal year. (Chapter 6)

---

**RECOMMENDATION 12**

The General Assembly may wish to consider requiring the Virginia Information Technologies Agency (VITA) to conduct a comprehensive assessment of whether VITA is structured and staffed effectively to operate a multi-supplier IT infrastructure model. Results of the assessment should indicate whether VITA requires any additional structural changes and whether VITA needs to fill, create, or remove any staff positions across the agency. VITA should provide the assessment results to members of the Joint Legislative Audit and Review Commission, Senate Finance Committee, and House Appropriations Committee by July 1, 2020. (Chapter 7)

---