

Recommendations: Update on VITA's Implementation of a Multi-Supplier Service Model

RECOMMENDATION 1

The Virginia Information Technologies Agency (VITA) should conduct an assessment of the issue resolution platform at the end of 2020 to determine whether the total number of unresolved issues and the time needed to resolve issues have continued to decrease. If not, VITA should work with its integrator to allocate additional VITA and integrator staff to the platform and further modify platform policies to ensure the platform is working effectively. (Chapter 3)

RECOMMENDATION 2

The Virginia Information Technologies Agency (VITA) should collaborate with its voice and data network services supplier to implement a process for providing quarterly assessments of network performance for each customer agency required by the Code of the Virginia to receive network services from VITA. The assessment should indicate, for each agency location, the need for any upgrades to the portion of the network infrastructure maintained by VITA or by the agency to meet recommended bandwidth standards. (Chapter 4)

RECOMMENDATION 3

The General Assembly may wish to consider including language in the Appropriation Act directing the Virginia Information Technologies Agency (VITA) to report annually on whether network infrastructure is adequate to meet the needs of state agencies. The report should specify any needed upgrades to network infrastructure maintained by VITA or its customer agencies. VITA should submit the report to the Joint Legislative Audit and Review Commission, Senate Finance and Appropriations Committee, and House Appropriations Committee by November 1 of each year. (Chapter 4)

RECOMMENDATION 4

The Virginia Information Technologies Agency (VITA) should implement targeted performance improvement plans to increase supplier compliance with performance requirements for (i) service incidents that take 30 or more days to resolve and (ii) service incident tickets that have to be reopened. (Chapter 4)

RECOMMENDATION 5

The Virginia Information Technologies Agency (VITA) should incorporate into the targeted performance improvement plans requirements that suppliers substantially reduce the number of incident tickets that must be rerouted. (Chapter 4)

RECOMMENDATION 6

The Virginia Information Technologies Agency (VITA) should provide agencies with detailed weekly status reports on any service incidents that are not resolved within 30 days. At a minimum, the status reports should describe the suspected cause(s) of an incident, the supplier responsible for resolving the incident, and estimated time to resolve the incident. (Chapter 4)

RECOMMENDATION 7

The Virginia Information Technologies Agency (VITA) should conduct customer satisfaction surveys at least annually of all state agencies required by the Code of Virginia to receive infrastructure services from VITA that, at a minimum, ask about agency satisfaction with (1) VITA's infrastructure services overall and (2) services from each infrastructure supplier. (Chapter 4)

RECOMMENDATION 8

The Virginia Information Technologies Agency should implement a process for using the results of its annual customer satisfaction surveys to 1) collaborate with customer agencies to develop plans for addressing their sources of dissatisfaction; 2) evaluate trends in satisfaction rates across agencies to proactively address problems occurring at the enterprise level; and 3) identify any need for new performance requirements or revisions to existing performance requirements to better ensure services are meeting agencies' needs. (Chapter 4)
