



JOINT LEGISLATIVE AUDIT AND REVIEW COMMISSION BRIEF

Robert (Bob) Osmond
Chief Information Officer of the Commonwealth

November 2025



Who we are and what we do

VITA is comprised of about 350 professionals who connect, protect and innovate for Virginia, as part of four main statutory roles.

We provide services to agencies with General Assembly oversight and reporting.

1. **Cybersecurity:** Protect people, assets and information from loss, damage and misuse
2. **Infrastructure:** Ensure the operating environment is efficient, secure, available, and delivers the best value
3. **Governance:** Provide policy and standards for technology, best practices, cybersecurity, project management, enterprise optimization and data (now with the Office of Data Governance and Analytics (ODGA))
4. **Procurement:** Develop value-driven statewide IT contracts that enable Commonwealth public bodies to obtain the best value for their organizations (from \$1.1B FY22 to \$1.3B FY25 with ~ 1/3 being used by localities; 18% increase)

VITA'S LEADERSHIP AND STAFF



Robert (Bob) Osmond
Chief Information Officer
of the Commonwealth



Naveen Abraham
Chief of Infrastructure
Services



Cynthia Cordova-Edwards
Chief Financial Officer



Marcus Thornton
Deputy Chief Data
Officer



Michael Watson
Deputy CIO and
CISO of the
Commonwealth



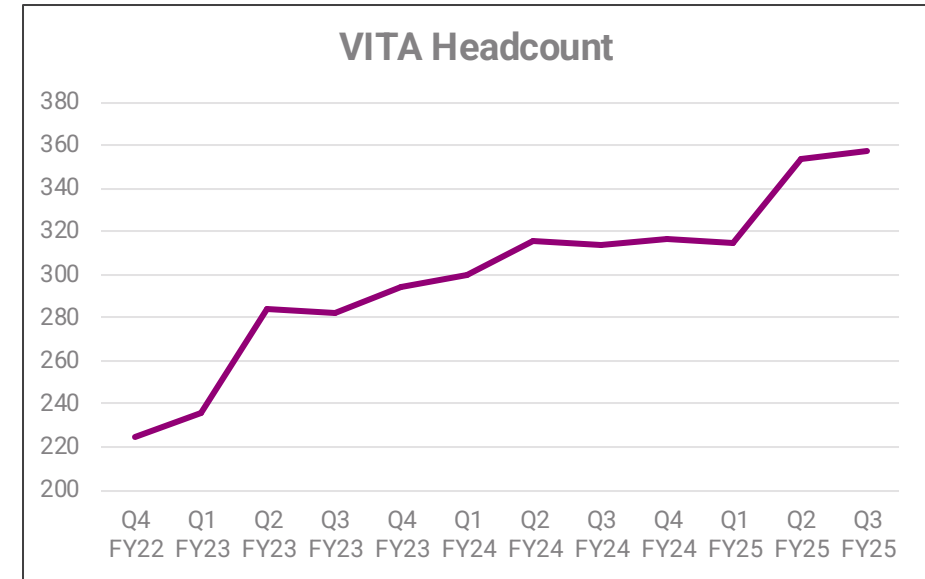
Brahma Alaparathi
Chief of Enterprise
and Cloud Solutions



Jason Brown
Chief Administrative
Officer



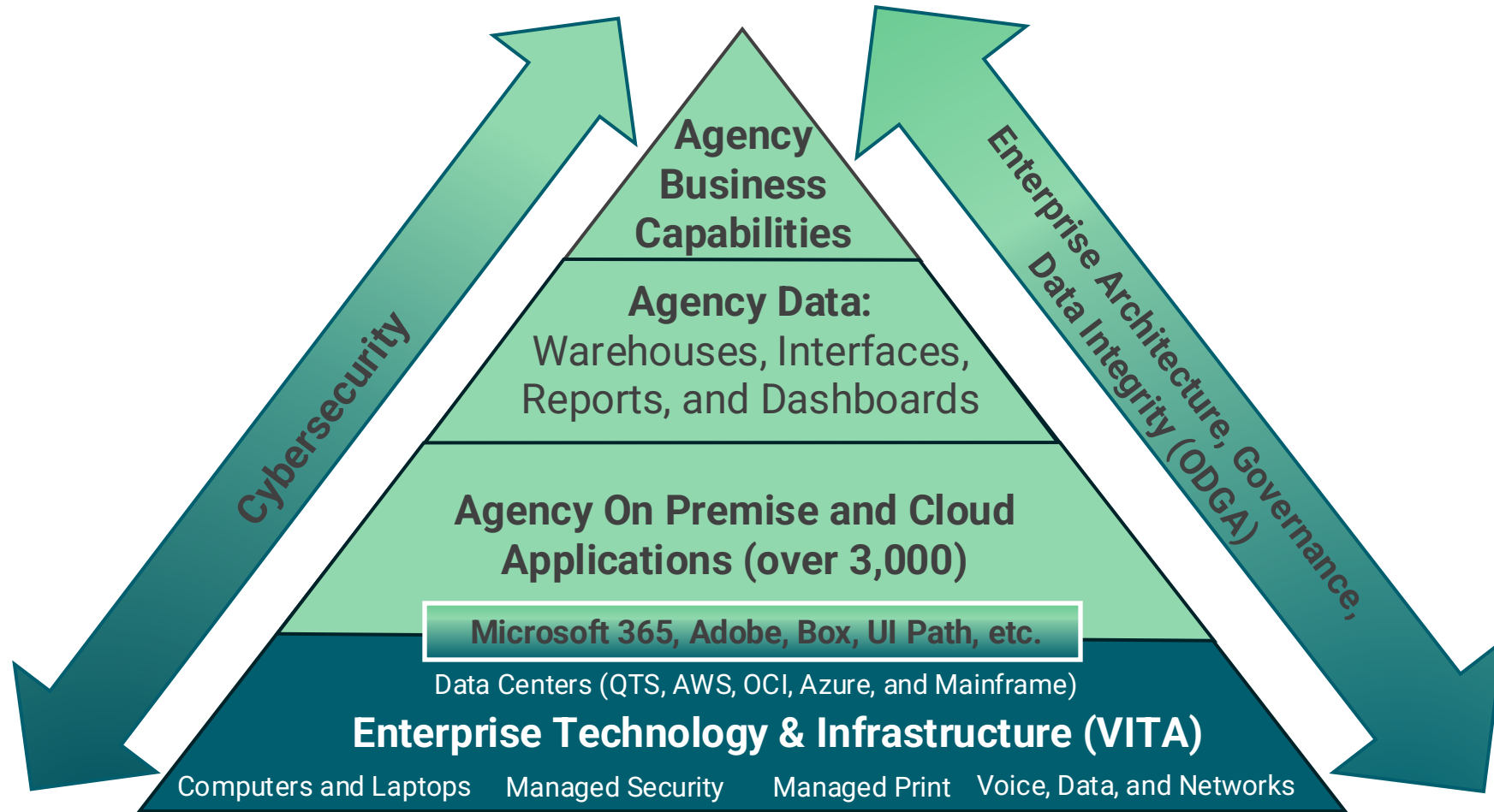
Richard Matthews
Chief Customer
Experience Officer



Staff levels, as of Sept. 25

- Over 350 staff (full time and wage)
- Increased staffing by 61% over the last three years to rebuild the agency workforce
- Approximately 25% of VITA's workforce includes entry or junior talent (from 0% in 2022)
- In 2025, ODGA integrated into VITA

COV INFORMATION TECHNOLOGY IS DECENTRALIZED AMONG AGENCIES AND SUPPORTED WITH ENTERPRISE INFRASTRUCTURE & SERVICES



Commonwealth Technology Strategy



Data Centers

Physical data centers

QTS Ashburn
QTS Sandston

Virtual data centers

Amazon web services (AWS)
Microsoft Azure
Oracle cloud infrastructure (OCI)
Google cloud



65

Executive branch
agencies



1,700

Locations served
in Virginia



Enterprise services and solutions

Enterprise Solutions
Business Platform Solutions
Application Modernization and
Integration Services
Artificial Intelligence

Cybersecurity in everything!



Managed storage

~66

petabytes
petabyte = 1,000
terabytes

Mainframe
IBM

Computers

64,022 PCs
4,377 Servers

Communications

31,652 VOIP phones
3,200 Circuits
1,406 Managed
network devices

Printers

2,410 Network

Mailboxes

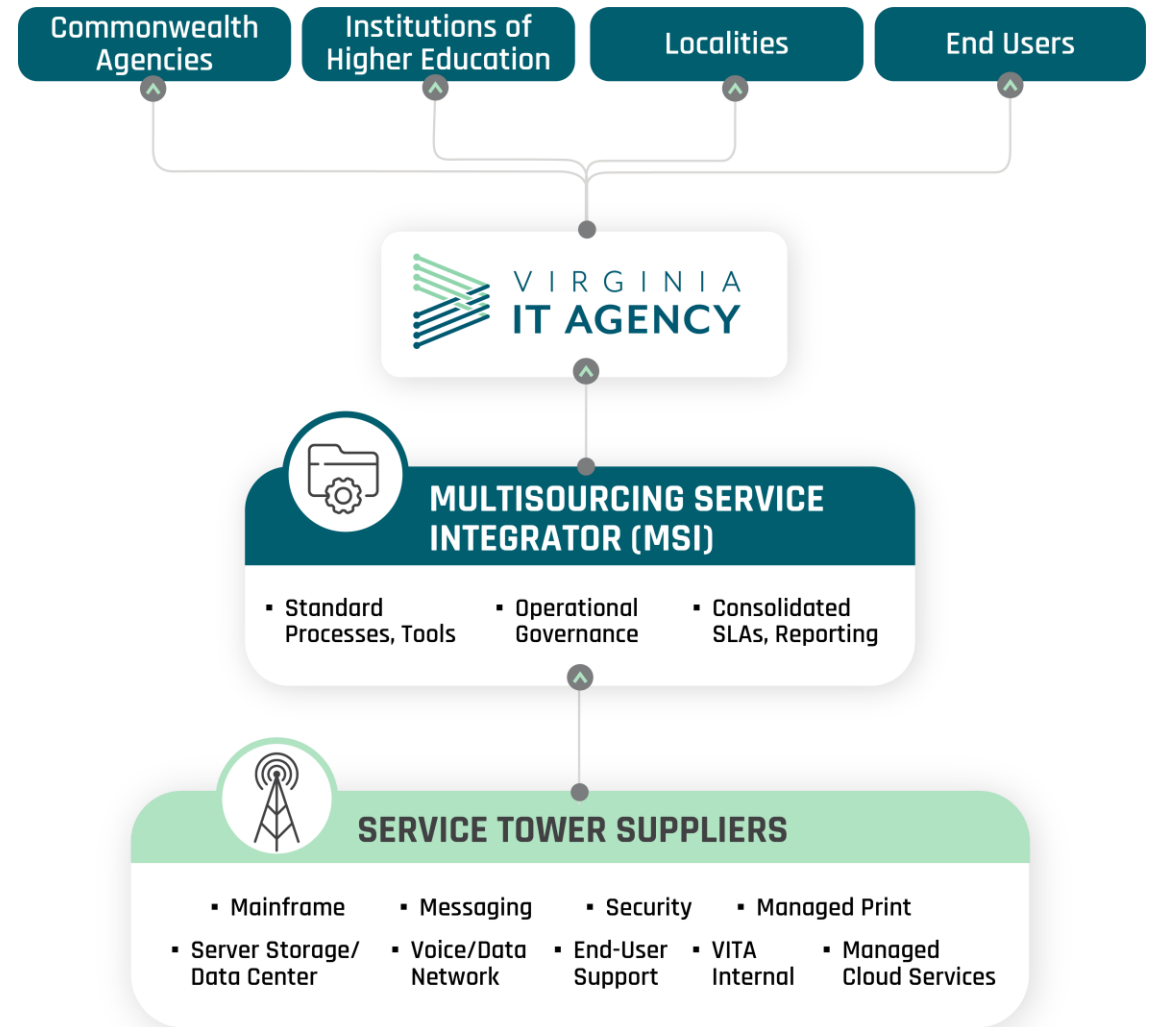
67,169
Accounts

Procurements

Over 150 state contracts
8 Supplier Towers
400 COV Ramp solutions
Over \$1.3 billion of
contract spending

VITA'S OPERATING MODEL: MULTISUPPLIER

- We have one multi-sourcing integrator (MSI) and supplier areas ("towers") of services
 - All contracts are directly with VITA
 - COV-owned, Vendor-supported
- Tower changes since 2021:
 - Messaging (awarded to NTT DATA)
 - Mainframe (re-awarded to Peraton)
 - Managed Print (insourced)
 - Cloud – Azure (awarded to NTT DATA)
 - Managed Security (MSS) (awarded to GDIT – General Dynamics IT)
 - Cyber Incident Response (insourced)
- Future recompetes:
 - Server/Storage & Cloud (CY26/27)
 - Multisourcing service integrator (CY27/28)
 - End user compute (CY27/28)
 - Voice, Data, Network (CY28)



MAJOR ACCOMPLISHMENTS OVER THE PAST THREE YEARS

Focusing on improvements and shared accomplishments together:

Completed in FY23

- Messaging migration
- Data center and office transition
- Initial cybersecurity initiatives
- Web modernization

Completed in FY24

- Network improvements (currently at 1,830% increase)
- Cybersecurity Improvements
- Amazon Web Services (AWS)
- Application Innovation (VPT)
- COV Technology Strategy & Roadmap
- IT Procurement Transformation



Left: VITA's Commonwealth Apps Store won a 2025 Commonwealth Technology Award in Sept. 2025

Completed in FY25

- Application Modernization Assessment
- Public Cloud Buildouts (Azure, Oracle, Google)
- Project Management Center of Excellence
- Enterprise & Cloud Apps (COV App Store)
- State & Local Cybersecurity Grant Program Assessments (SLCGP)
- Cyber Risk Reduction Initiative(s)
- Save Money Initiative

VITA LAUNCHED BIG PLAYS FOR 2025

1. **Cloud Adoption:** Continue our cloud platform investments and help migrate agencies to the cloud to unlock more opportunities to innovate, improve, transform and save money.
2. **Cybersecurity Optimization:** Identify cybersecurity risks and help those agencies accelerate remediation. Continue driving State and Local cybersecurity improvements.
3. **Six-Year Plan for Application Modernization:** Change the way we conduct IT investment management, agency IT strategic plans, and project governance occur from a one-year horizon to a multiyear horizon. Plan, procurement, and execute projects better with the Project Management Center of Excellence.
4. **Accelerate Process and Strategic Sourcing Improvements** in our infrastructure and procurement ecosystems to realize value sooner and get the solutions that we want/need to support our customers.
5. **Enterprise Applications:** Lead the way on web native solutions, AI shared agents, and best in class shared application development and solutions.
6. **Save Money** so that we can re-invest in higher value areas. Help our agencies so that they can do the same.
7. **Build VITA:** Continue to recruit, hire, develop, and retain top VITA talent (we are as good as our people) to reinvigorate, energize, and tune our team.
8. **Handoff:** Ensure the Governor's transition is as smooth as possible.

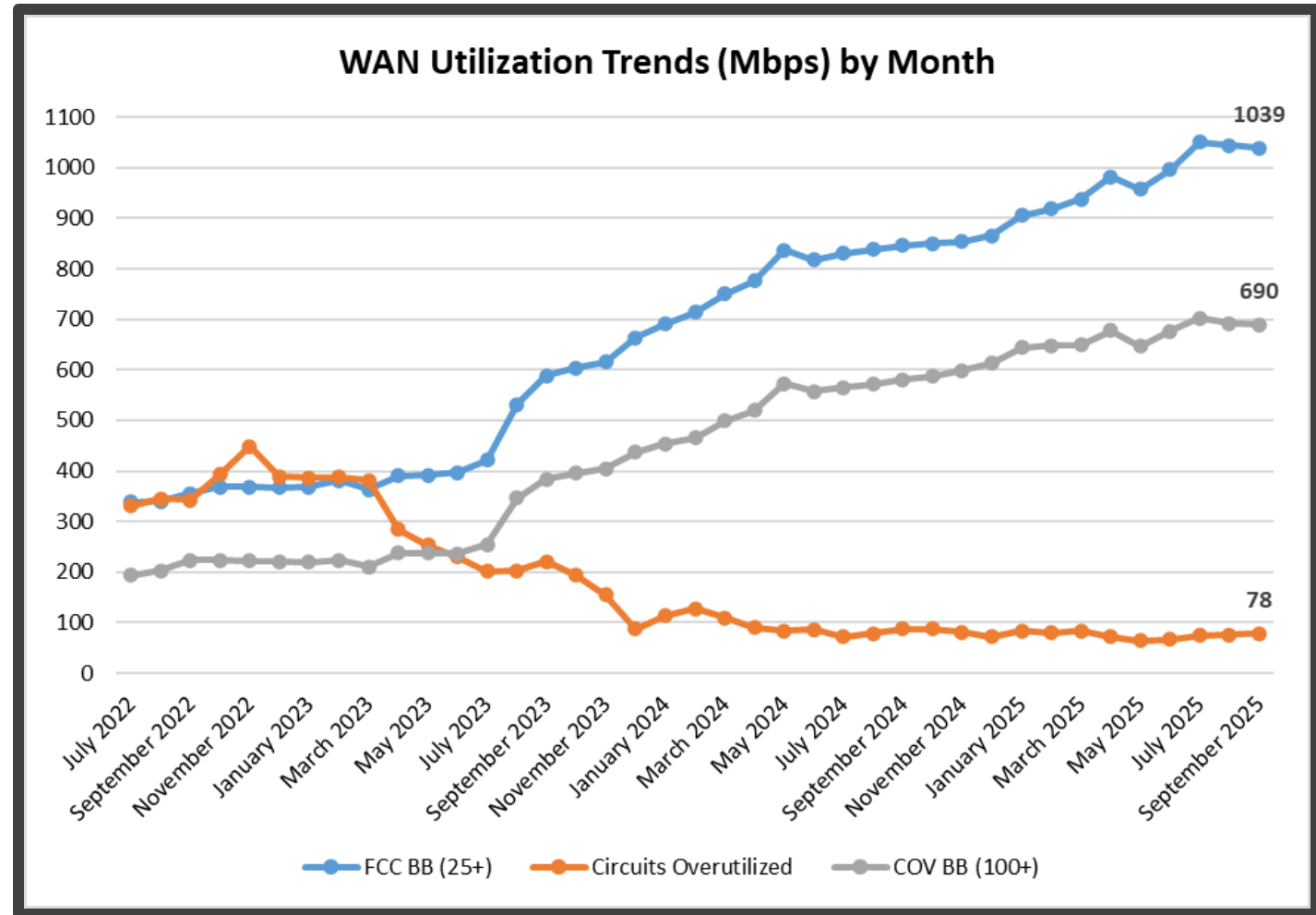
COV NETWORK IMPROVEMENTS

Network capacity improvements:

- Deployed software-defined wide area network (SD-WAN) to over 1,150 sites
- We have tripled the number of sites with broadband (1000+ sites) and reduced by 85% the number of overutilized network sites
- Increased network capacity by 1,830% and growing!

Other infrastructure improvements:

- Accelerated and automated new account creation from 10 days to 2 hours
- Re-engineered requests for solutions (new and special agency services) from 10 months to 2 weeks



COV CLOUD ON AWS, MICROSOFT, ORACLE, & GOOGLE

Scope:

VITA launched a consumption-based cloud last year. Three more clouds were launched this year.



Google Cloud Platform



Outcomes:

- Agencies now have four modern Commonwealth platforms to modernize their applications.
- We have accelerated the server delivery time for an AWS server from 2-3 weeks to 37 minutes. Using automation, the new server is fully provisioned, tagged for billing and security, and meets Commonwealth cybersecurity standards.
- The new servers on are consumption billed to agencies, so they only pay for what they use.

Looking ahead:

- Now that the new clouds are ready, efforts will pivot towards working with agencies to modernize their applications in the new cloud infrastructure and platform solutions to exploit the cloud.

VITA'S CYBER PROGRAM

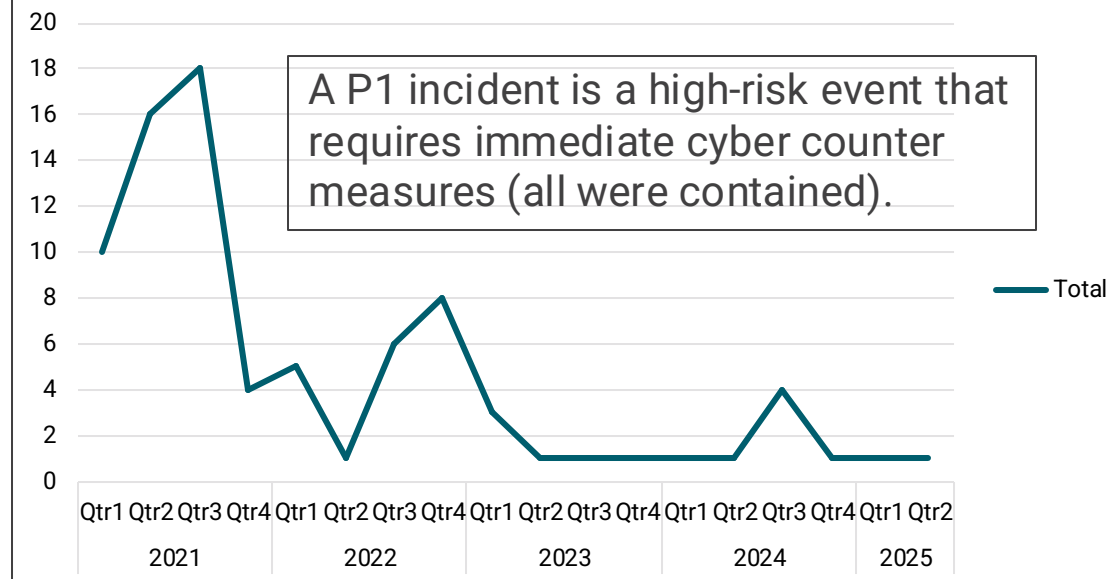
Cyber threats continue to rise (CY2024)

- 591 million attack attempts (106M in 2023)
- 114,000 pieces of malware blocked

Agency Cyber Program Improvements

- Further developed zero trust posture:
 - Created a strategic plan and subsequently prioritized investments in key areas for immediate benefits, including:
 - Identity and access management
 - Vulnerability management (from 90 days to 30 days for critical/high vulnerabilities)
 - Orchestration and automation
 - Cybersecurity asset management
 - Micro-segmentation
 - Cloud security hardening
- Presented the 13th annual COV-wide Security Conference

Priority 1 Incident Trend

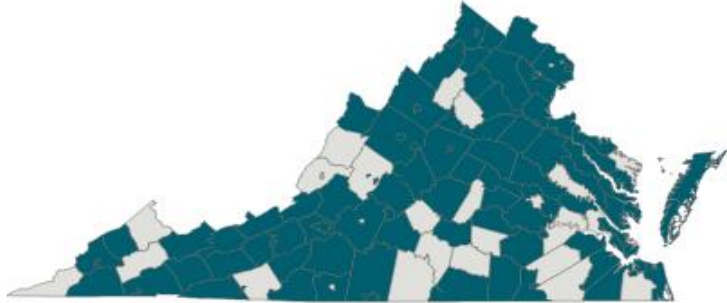


Proof Point

For the third year in a row, the COV cybersecurity insurance policy decreased. The current policy reflects a 20% rate reduction over the prior year policy while maintaining equal or better coverage. The COV continues to be counter to the industry trend.

State & Local Cyber Grant Program – LOCALITY GRANTS

Cybersecurity Plan Capability Assessment



159 local government entity participants

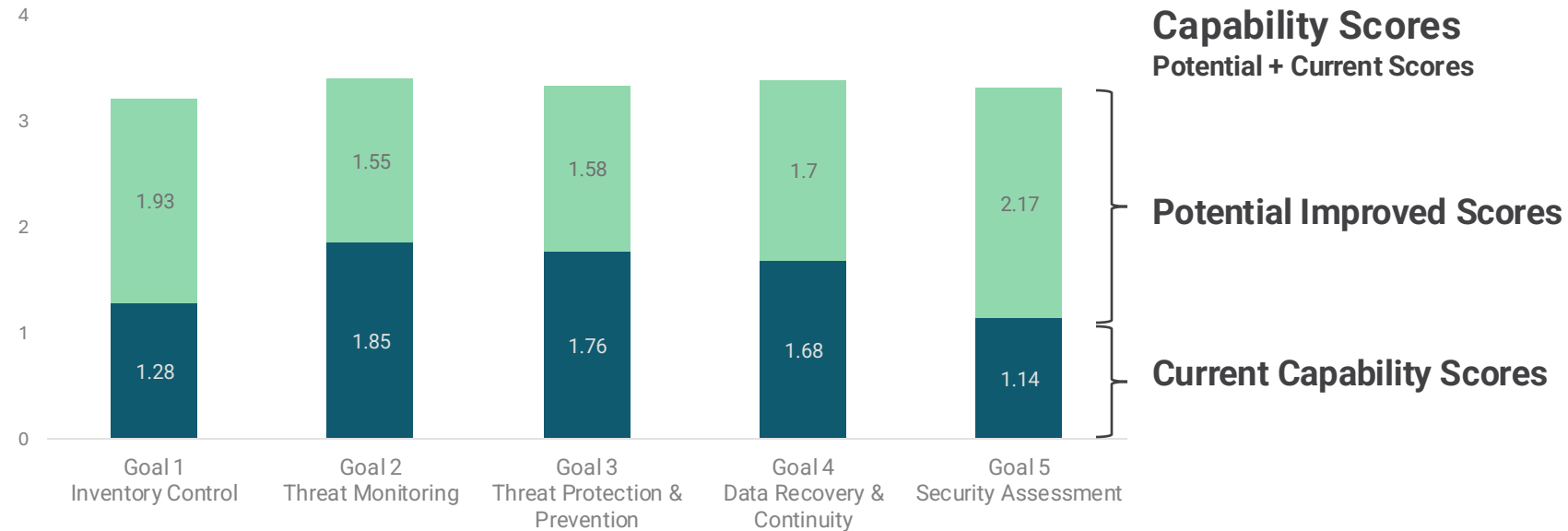
42% local government (cities, counties, towns)

43% public school districts

15% other (tribal government, authorities, etc.)

62% rural participants

Analysis of capability improvements across participants identified focus areas for subsequent project funding



THE EVOLUTION OF AI POLICY IN THE COMMONWEALTH

2023

- ED 05 – Recognizing the Risks and Seizing the Opportunities of AI (formation of task force)

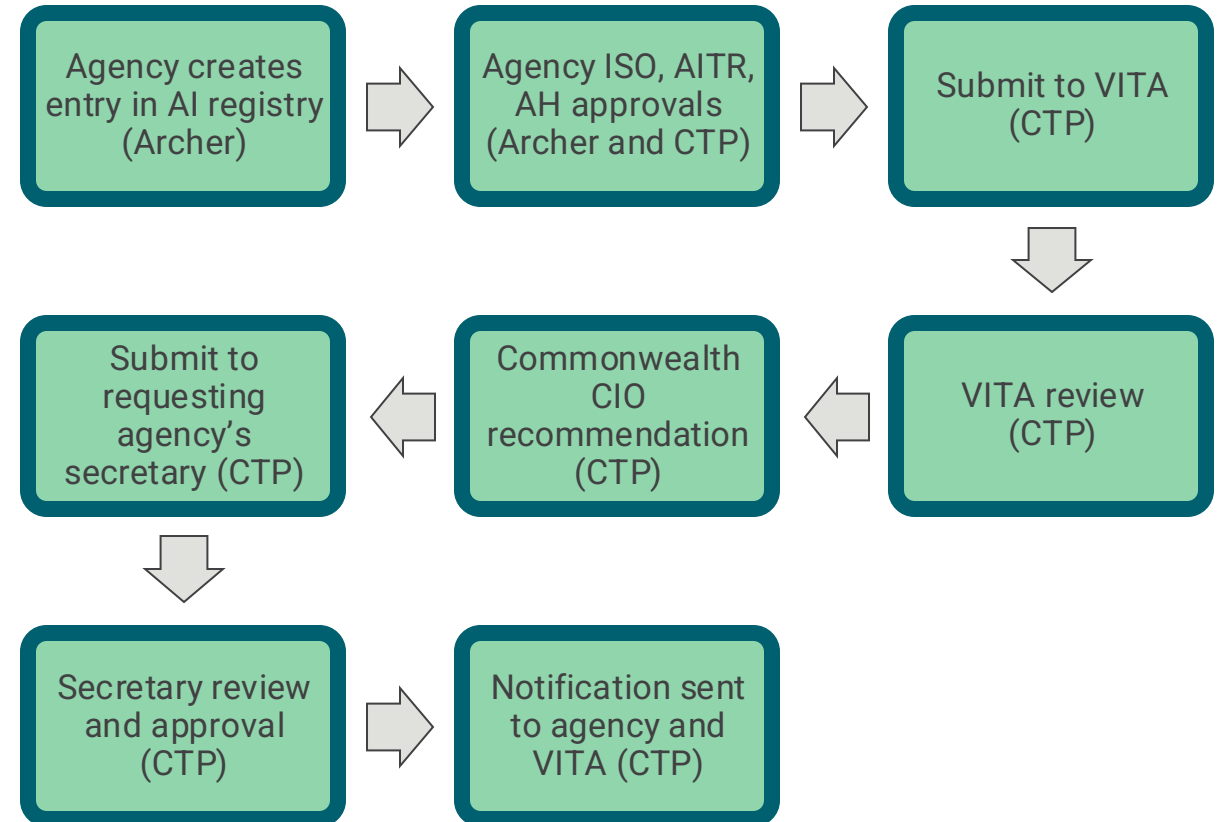
2024

- EO 30 – Artificial Intelligence
- VITA & ORM develop the COV policy and standards
- VITA deploys the AI registry

2025

- Work continues piloting, deploying, and using AI statewide (112 approved use cases)
- EO 46 – Banning the COV use of DeepSeek AI
- EO 51 – Agentic AI Empowered Statewide Regulatory Review

The COV AI Registry Process



AI USE IN THE COMMONWEALTH IS ACCELERATING

Examples of AI in use today:

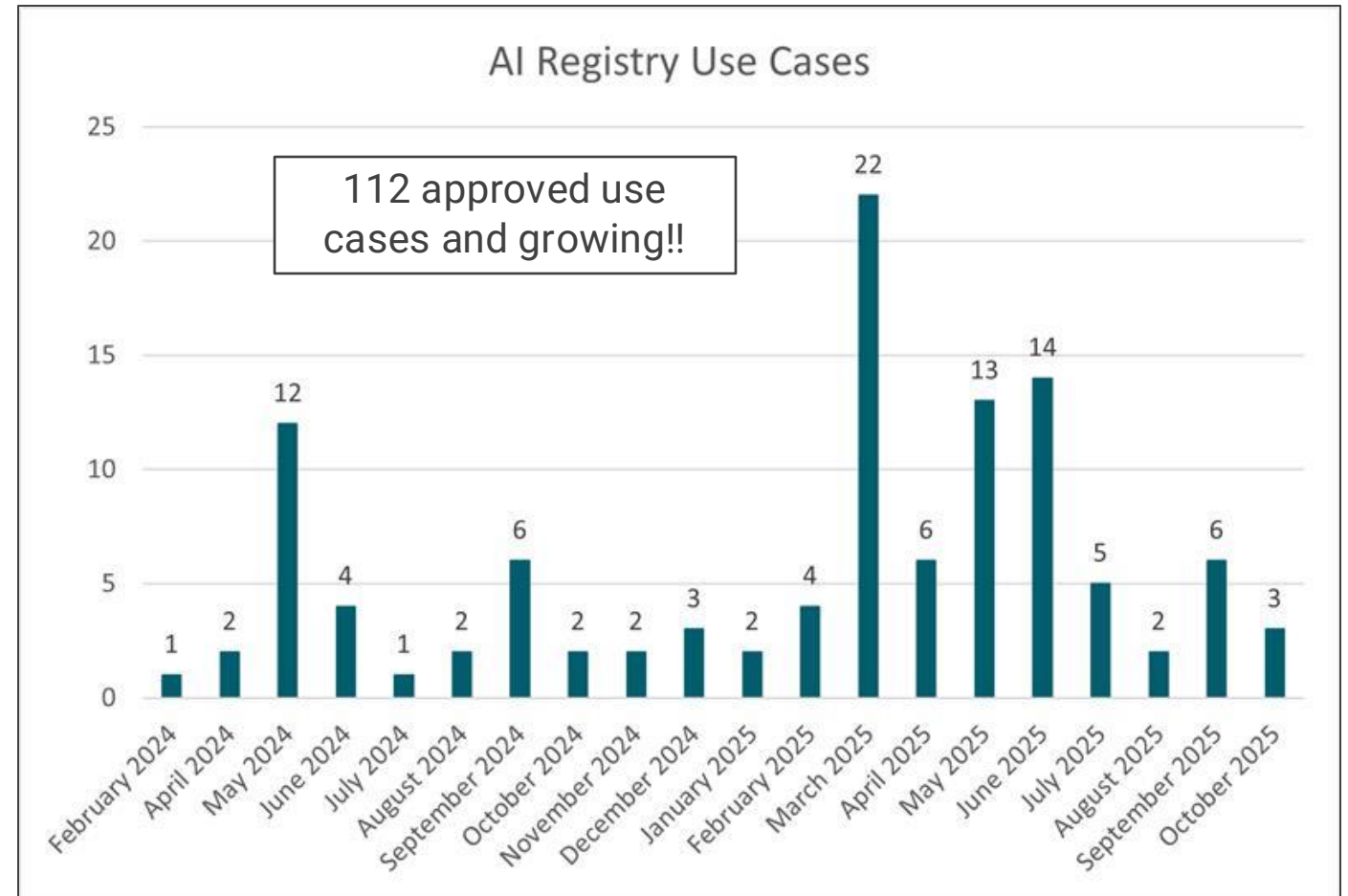
- Scaled processing of claims and customer support (DMAS)
- Agency chatbots (VITA)
- AI website translation (VITA)
- Commercial software (M365, Adobe, cyber, etc.)

Examples of AI in-progress:

- Pavement maintenance predictive analysis (VDOT)
- Water permit processing with agentic AI (DEQ)
- Accelerated software developed with GitHub Copilot (VITA)

Future of AI:

- AI will become a part of every job that uses technology



VITA'S PROJECT MANAGEMENT CENTER OF EXCELLENCE

October 2024 – January 2025

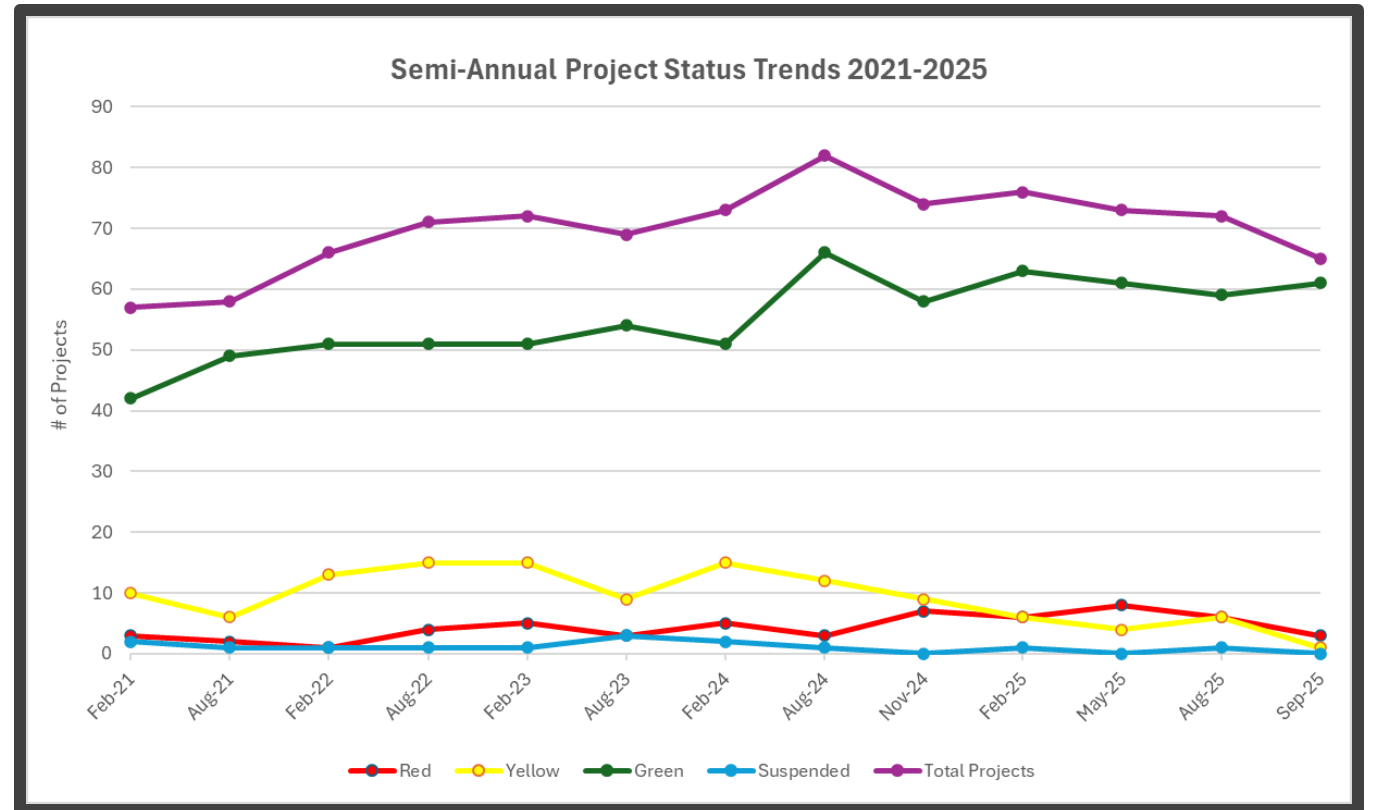
- VITA received enthusiastic support from the Administration and General Assembly members on the concept of a PMCOE

February 2025 – June 2025

- The Office of Transformation approved \$450K of investment funding to accelerate the establishment of the PMCOE
- The General Assembly approved the funding for the PMCOE with the FY26 budget
- VITA developed the PMCOE Concept of Operations and staffed key members

July 2025 – Present

- PMCOE members have engaged with high-risk troubled projects to replan and restructure them into a sustainable path.
- PMCOE members are actively supporting all high-risk/high-value projects



Detailed key: Red – significant issues; Yellow – warning; Green – as planned; Blue – suspended; Purple – Total Projects

More Projects +14%, Fewer Troubled Projects – 73%

APPLICATION INNOVATION – SUBSTANCE USE DISORDER ANALYTICS PLATFORM (SUDA)

Scope: Develop a comprehensive opioid data visualization platform to make informed decisions for Opioid Abatement Authority (OAA) grant funding, legislature, and stakeholders working to solve the substance use disorder crisis in Virginia.

Benefits: Single Commonwealth data platform providing positive outcomes through data driven decision making, cross agency analytics and enhanced user experience.



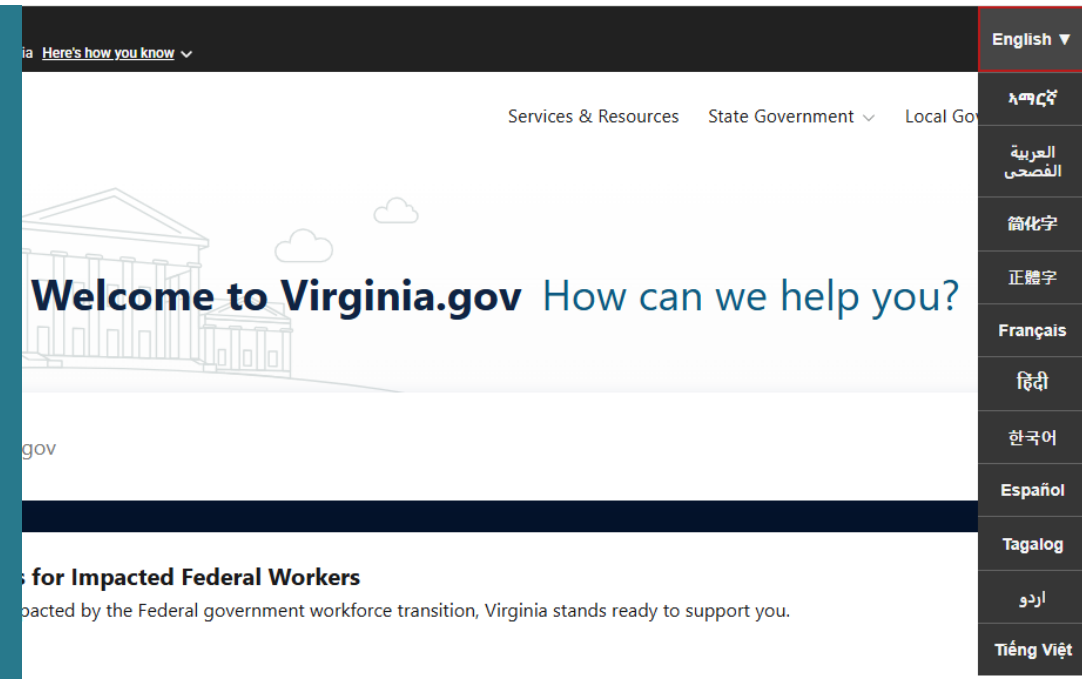
Outcomes:

- Ten agencies contributing data to provide a consolidated and comprehensive view of substance use.
- To date, OAA awards are funding more than 164 active projects across the Commonwealth which SUDA will be able to inform outcomes-based evidence of project impacts.
- SUDA will be used to inform the distribution of opioid settlement funds of \$1.1 billion dollars over the next 16 years slated to conclude in 2041.

APPLICATION INNOVATION – SMARTLING TRANSLATION

Scope: Smartling is an enterprise-wide language translation solution used to translate public websites and documents into the eleven (11) most common languages in Virginia.

Benefits: Improved language access throughout the Commonwealth of Virginia, consistent user experience across state agency websites, and shared linguistic assets that provide a cost savings to the Commonwealth.



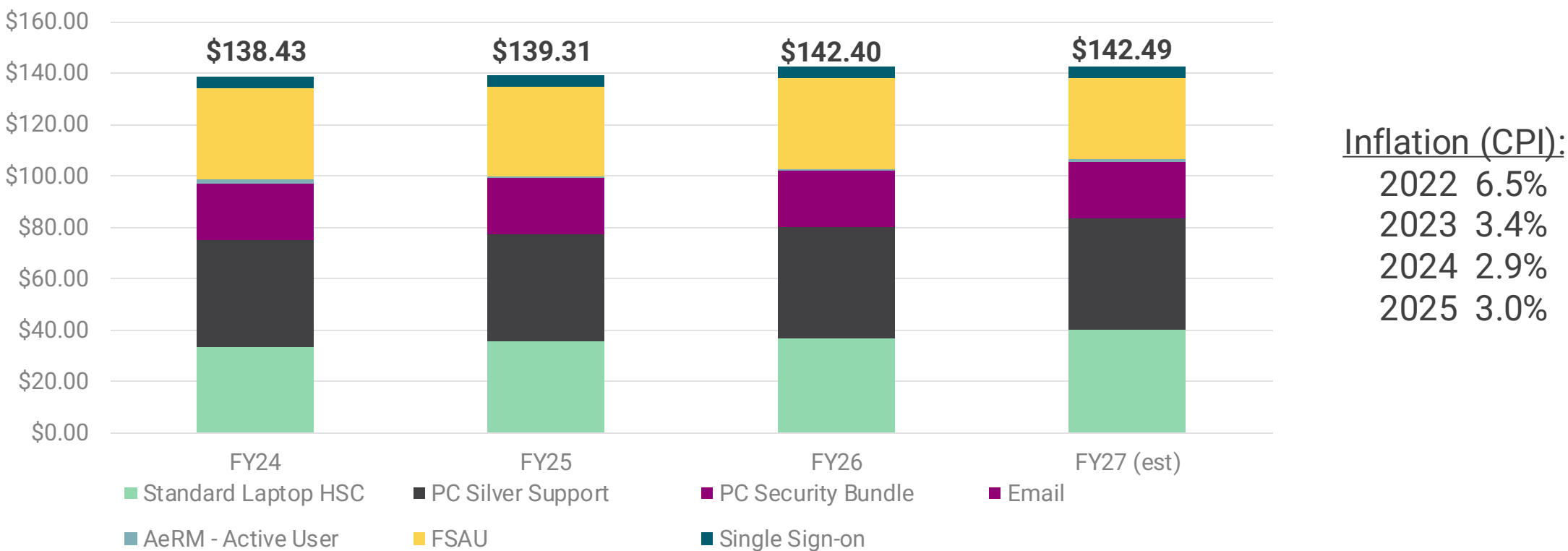
Outcomes:

- Smartling has been implemented on 86 websites (including 36 main agency sites), either replacing existing lower quality solutions or providing translation when none existed before. An additional 28 agencies are in the onboarding process with release planned for later this year.
- Thousands of translated pages are available, with content accessible in 11 languages.
- Real-time multilingual access to public services and critical information.

STABLE COSTS PER USER AND STRONG FISCAL DISCIPLINE

The monthly cost per user remains stable between FY24 and FY27 (2.9% more). Efficiencies in the operating model (like the Save Money initiative) have freed up funding for improvement.

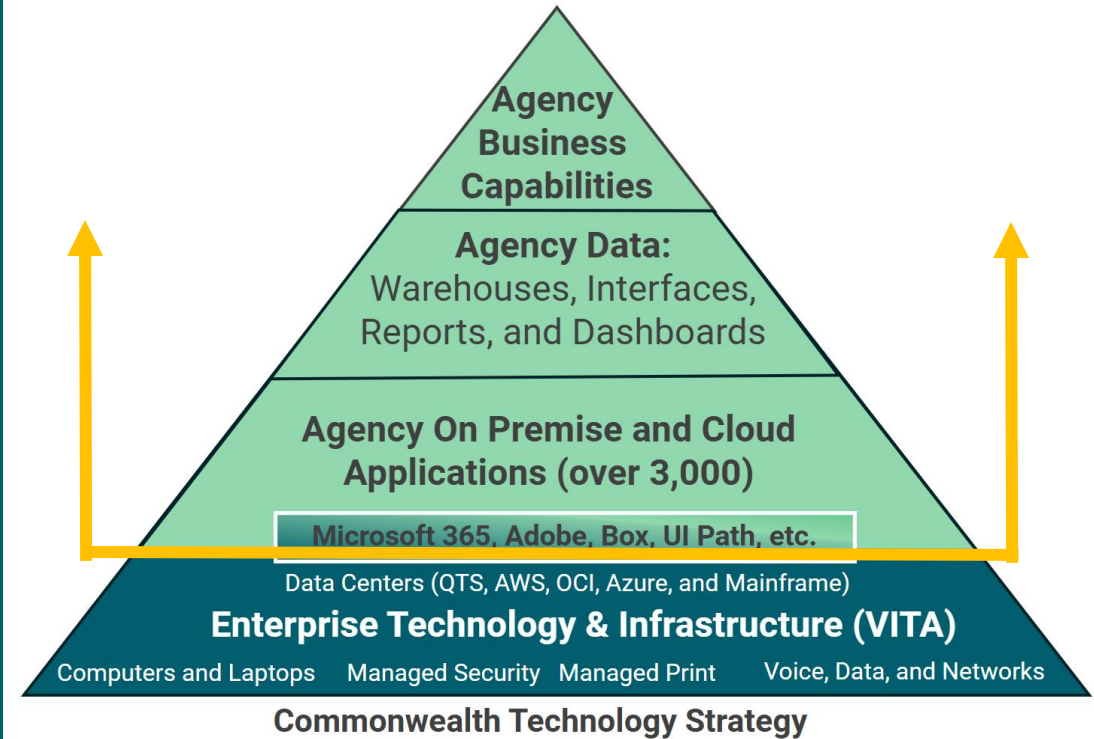
VITA enterprise service costs were stable from \$487M (FY23) to \$495M (FY26) (1.6% more).



HSC = Hardware Service Charge, AeRM = Archive, eDiscovery, and Records Management, FSAU = Full Service Authorized User. Excludes Microsoft EA Expense.

WE ARE FOCUSING MORE ON MODERNIZATION

- In the Commonwealth's decentralized model, agencies and VITA need to become more strategic to address our modernization challenges. By "modernized," we mean:
 - The software is fully supported technically
 - Cybersecurity vulnerabilities are addressed
 - The application meets business requirements
 - The system and application sustainability are assured
- With critical improvements completed, VITA needs to help our agencies transform and leverage shared value. Rather than fixing applications, we must apply current technologies and architecture to build better in the future.
- The solutions must address the needs of today and tomorrow rather than the needs of yesterday.



THANK YOU FOR YOUR SUPPORT AND COMMITMENT

- We are grateful for the Commission's and the General Assembly's continued support for technology in the Commonwealth. Together, we have accomplished the hard work of upgrading our infrastructure and cybersecurity programs to establish a solid foundation. We have improved our statewide contracts while saving money to reinvest in our agency missions.
- As we look ahead, there remains much work to do.
 - Our newly awarded managed security vendor will need to be transitioned into the Commonwealth without any disruption of core security services and the contracts for our data centers (private and cloud), voice & network, end user devices, and MSI will need to be recompeted and potentially transitioned to new suppliers.
 - New Commonwealth leadership, with a new transformation agenda, will need to be supported to achieve rapid results. VITA and agency workforces must be reskilled to exploit the cloud and harness the power of artificial intelligence to build better.
 - Critical high risk/high value projects will need careful governance to stay on track.
- We look forward to our continued partnership and shared commitment! Together, we must continue lifting the state of technology in our agencies to better deliver critical citizen services.