



## Update on the Virginia Information Technologies Agency (VITA)

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# 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

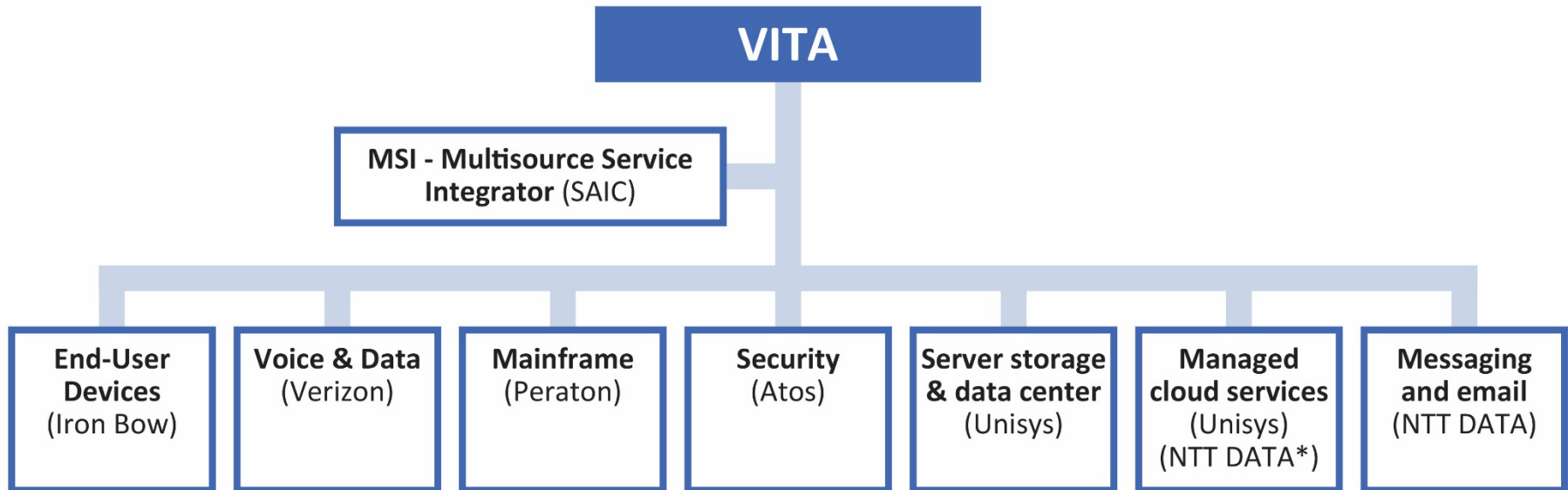
Item 25.D of 2024 Appropriation Act

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## VITA provides infrastructure services and oversees executive branch agency IT

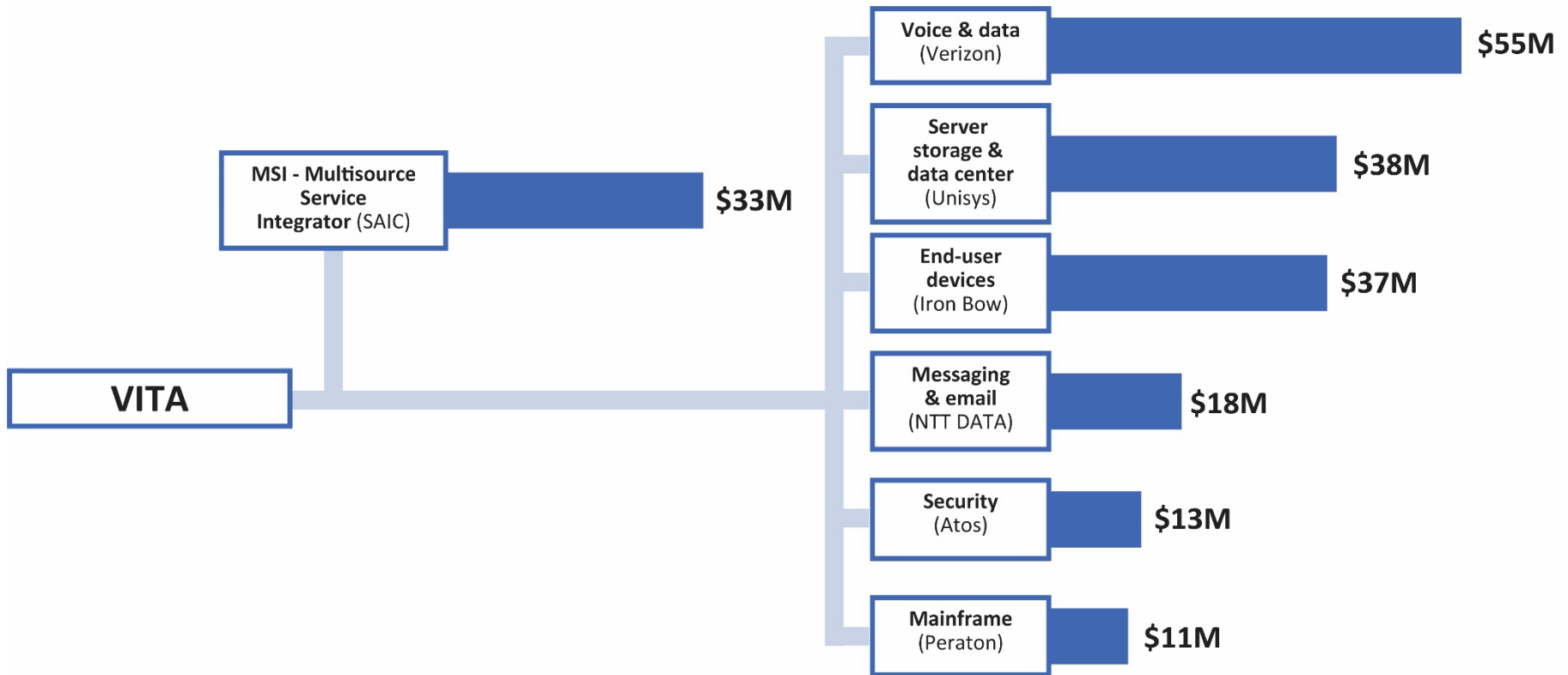
- Infrastructure services to approximately 65 executive branch agencies
  - Include PCs and laptops, internet, phone, email, security
- VITA oversees agencies' IT
  - security
  - project management
  - procurement
  - IT strategic planning

# VITA provides infrastructure services through a multi-supplier IT service model



\*Contract awarded to NTT DATA in October 2024. Additional providers may be added in the future.

# VITA's largest infrastructure contract is for voice and data network services



\*Most of VITA's budget is for infrastructure services. Estimates are average annual amounts.

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## Most agencies report improvements in VITA's infrastructure services

- JLARC staff conducted interviews with 7 customer agencies
  - DBHDS, DMV, DOC, DSS, TAX, VDOT, VSP
- Most agencies said VITA's management of multi-supplier service model has generally improved
  - Improved quality of infrastructure services
  - Increased focus on meeting customer needs

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## Quality and reliability of network services still a concern for some agencies

- VITA has worked to improve the network in recent years
- However, agencies still report some network outages and periods of slow connectivity
  - Network is complex; some issues are agencies' responsibility and some are VITA/vendors' responsibility
- Agencies rely heavily on network services for nearly all aspects of their operations
  - Outages and slow connectivity can significantly hinder agency operations

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## Several agencies expressed concerns about VITA's security services

- Concerns about consistency of vulnerability scanning
  - VITA acknowledged concerns but indicates there have been improvements
  - Some agencies still purchasing additional security scanning services
- Concerns over the timely patching of critical security vulnerabilities
  - About half of critical vulnerabilities not patched within VITA's new 30-day standard, but VITA is improving
  - VITA assesses probability and potential impact of vulnerabilities, and prioritizes its response



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## JLARC staff for this report

Kimberly Sarte, Associate Director

Jamie Bitz, Chief Analyst for Ongoing Oversight