



Overview on the Virginia Information Technologies Agency (VITA) and AI

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 2025 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

VITA is responsible for creating AI standards for executive branch agencies

- Executive Order 30 (2024) required VITA to establish IT security standards
- VITA published the Artificial Intelligence Standard
 - Agency information session was held in May 2024
- Guiding principles for AI use include: improving operation, service delivery and accessibility, and productivity; maintaining data security; maintaining human oversight and accountability; and providing transparency where AI is used

VITA is responsible for approving agency AI use cases

- Executive Order 30 (2024) required VITA to establish approval process for agency AI use
- VITA created AI registry for agencies to submit potential AI use cases for review and approval*
- VITA uses the criteria from the standard for approval
- Use cases do not require approval if for internal use only, do not use personal data, and used only in development phase

*'Use case' is use of AI in a project or application. One project may have multiple use cases.

VITA has some similar approaches to AI oversight in state government as other states

- VITA has implemented some common practices used among other states for AI oversight
 - 67% have responsible use and security policies
 - 61% have an AI use registry
- GA & TX* are developing additional AI practices
 - Centralizing AI oversight/support within state IT agency
 - Creating central state AI secure testing environment for AI development

SOURCE: Based on NASCIO 2024 State CIO Survey. NOTE: *Other states with multi-source integrator model.

VITA has made some AI products available to all executive branch agencies

- Smartling—a language translation AI
- CoPilot Chat—Microsoft's AI tool
- Both products used at almost all agencies

VITA has approved over 90 AI use cases to date; many more still subject to review/approval

- VITA's AI registry had over 180 agency use cases (both approved and unapproved) as of 10/31/2025
 - Agencies continue to add proposed use cases
- Examples of agency AI use cases approved by VITA
 - VRC using meeting transcription for hearings
 - DOC improving facility monitoring and security
 - VITA developing chatbot to help users navigate its website

VRC = Virginia Racing Commission. DOC = Department of Corrections.

VITA's AI registry is out of date and incomplete

- Use case status is not updated regularly
- Some agencies are unclear on which types of use cases to include
- Some agencies have not reported use cases, and so are not following the approval process
 - Unclear if use cases not entered are compliant with standards

NOTE: Based on feedback from small number of interviews, it is unclear how widespread not reporting use cases is.

VITA recognizes AI guidance, support, and coordination need to continue evolving

- Some agencies expressed frustration about VITA's AI support*
 - Guidance – process, FAQs, peer learning opportunities
 - Registry uses multiple systems that are not well coordinated
 - Platform availability (e.g., cloud) for projects
- VITA is working to address some agency frustrations
 - Developing an AI resource team to reduce inconsistent guidance from VITA
 - Streamlining registry and providing clearer guidance for which use cases to enter

*Based on frustrations noted by agencies that JLARC interviewed for this project.

Other state government AI oversight directed by E030

- Policy Standards for AI – Office of Regulatory Management
- Guidelines for AI Integration Throughout Education – Secretary of Education
- Standards for the employment of AI in law enforcement – Secretary of Public Safety & Homeland Security
- Examination of safeguards to protect children from online predators – Secretary of Public Safety & Homeland Security and Secretary of HHR
- Creation of AI Task Force to provide ongoing recommendations on standards and agency AI pilots – Office of Regulatory Management

Joint Commission on Technology & Science has issued several reports on AI

- Issued
 - AI: Policy & Practice (November 2024)
 - Snapshot: AI Chatbots (June 2025)
 - Bill Study: AI Provenance & Labeling (August 2025)
 - Limited Study: AI in Healthcare (October 2025)
 - Brief: AI Training Data Transparency (2025)
- Potential review in 2026
 - AI in Education (subject to Commission approval)

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