

Study Resolution

State government modernization

Authorized by the Commission on November 13, 2023

WHEREAS, the rapid pace of technology innovation, increased citizen expectations, and government's challenges responding and operating during the Covid-19 pandemic underscore the need for modern, responsive, and adaptive government; and

WHEREAS, JLARC reviews of state agencies often identify major IT projects that have not proceeded as planned or improved a program as intended; and

WHEREAS, the Virginia Information Technologies Agency (VITA) provides IT infrastructure services and oversight of state agency IT functions, and includes a Project Management Division that provides assistance for agency IT projects and procurements; and

WHEREAS, the Department of General Services (DGS) facilitates more than 400 statewide contracts and VITA facilitates more than 200 statewide IT contracts; and

WHEREAS, the General Assembly recently created the Office of Data Governance and Analytics, which among other purposes is intended to increase the use of data analytics to improve efficiency of services and stakeholder outcomes; and

WHEREAS, DGS operates and maintains state owned-space, helps agencies lease space, and the Commonwealth owns more than 10,000 buildings; now, therefore, be it

RESOLVED by the Joint Legislative Audit and Review Commission that staff be directed to study state government modernization. JLARC shall review (i) whether agencies proactively leverage IT to modernize and improve their processes; (ii) whether agencies systematically reengineer their existing programs, processes, data, and staffing prior to undertaking major IT projects; (iii) the extent to which VITA's infrastructure services effectively support state agencies' IT modernization efforts; (iv) the mission and goals of VITA's Project Management Division, including whether it meets the state's IT project management and procurement needs; (v) the extent to which agencies update physical space needs with changes in work patterns, especially telecommuting; (vi) what additional authorities and flexibilities state agencies could be granted, including for procurement and personnel, to help them adapt more quickly to changing demands and expectations from the public or the federal government; and (vii) requirements, guidance, and organizational structures the private sector and other governments use to seek to ensure modern operations and services.

JLARC shall make recommendations as necessary and may review other issues as warranted.

All agencies of the Commonwealth, including the Virginia Information Technologies Agency, Department of General Services, Secretariat of Administration, Office of Data Governance and Analytics, and Department of Planning and Budget shall provide assistance, information, and data to JLARC for this study, upon request. JLARC staff shall have access to all information in the possession of agencies pursuant to § 30-59 and § 30-69 of the Code of Virginia. No provision of the Code of

Virginia shall be interpreted as limiting or restricting the access of JLARC staff to information pursuant to its statutory authority.