



COMMONWEALTH of VIRGINIA

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MEMORANDUM

TO: The Honorable Timothy M. Kaine, Governor of Virginia
The Honorable Joe T. May, Chair, Joint Commission on Technology and Science
The Honorable Mamie E. Locke, Vice Chair, Joint Commission on Technology and Science
The Honorable Kenneth C. Alexander, Member, Joint Commission on Technology and Science
The Honorable John A. Cosgrove, Member, Joint Commission on Technology and Science
The Honorable Janet D. Howell, Member, Joint Commission on Technology and Science
The Honorable John D. Miller, Member, Joint Commission on Technology and Science
The Honorable Samuel A. Nixon, Jr., Member, Joint Commission on Technology and Science
The Honorable Kenneth R. Plum, Member, Joint Commission on Technology and Science
The Honorable Harry R. Purkey, Member, Joint Commission on Technology and Science
The Honorable Thomas D. Rust, Member, Joint Commission on Technology and Science
The Honorable William C. Wampler Jr., Member, Joint Commission on Technology and Science
The Honorable John Watkins, Joint Commission on Technology and Science

FROM: George Coulter 

SUBJECT: 2009 Annual Report on Selected Information Technology Efforts of State Agencies and Public Institutions of Higher Education

The *Code of Virginia*, §2.2-2007, directs the Chief Information Officer to prepare an Annual Report on Selected Technology Efforts of State Agencies and Public Institutions for the Governor and the Joint Commission on Technology and Science. The 2009 report is attached.

Please feel free to contact me with any questions or concerns.

Attachment

c: The Honorable Wayne Turnage, Chief of Staff
The Honorable Len Pomata, Secretary of Technology
The Honorable S. Chris Jones, Chair, House General Laws Committee
Lisa Wallmeyer, Executive Director, Joint Commission on Technology and Science
Glen Tittermary, Deputy Director, Joint Legislative Audit and Review Commission
Paul Van Lenten, Legislative Fiscal Analyst, House Appropriations Committee
Bill Echelberger, Legislative Analyst, Senate Finance Committee
Karen Helderman, Director, Auditor of Public Accounts
G. Paul Nardo, Chief of Staff, House Speaker's Office

Virginia Information Technologies Agency



2009 ANNUAL REPORT ON
SELECT INFORMATION TECHNOLOGY EFFORTS
OF STATE AGENCIES AND
PUBLIC INSTITUTIONS OF HIGHER EDUCATION

§ 2.2-2007 Code of Virginia

Submitted by
the Chief Information Officer
to
the Governor
and
the Joint Commission on Technology & Science
Commonwealth of Virginia

OCTOBER 1, 2009

2009 Annual Report

Select Information Technology Efforts of State Agencies and Public Institutions of Higher Education

Executive Summary

The Virginia Information Technologies Agency (VITA) submits this report annually to address a General Assembly mandate to inform the Governor and the Joint Commission on Technology and Science of the efforts of state executive branch agencies, including public institutions of higher education, to increase economic efficiency, citizen convenience and public access to state government through the use of information technology.¹ This report highlights representative efforts within state government over the past fiscal year and the processes instituted by VITA and others that strengthen interagency collaboration and multi-agency planning.

Patterns and Trends for Agency Projects

An analysis of projects completed during the 2008-2009 fiscal year and active projects indicates that agencies, including institutions of higher education, are focusing on improving access to services, making business improvements, using new technologies judiciously and improving collaboration. These approaches frequently result in the desired improvements in citizen convenience, government services accessibility and government efficiency. The report identifies examples of information technology initiatives that use these four approaches successfully.

Commonwealth Business Practice Improvements

- Nearly all Commonwealth IT projects that address operations issues explore and take advantage of business process improvement opportunities. The great majority of information systems projects undertaken in the executive branch address incremental improvements in business practices. They address modernization through greater Internet access and use of workflow improvement tools.
 - Radford is examining efficiencies and needs for print, fax, scan and copy services throughout the university.
 - The University of Virginia (UVA) and other state universities implemented identity management and identity theft prevention solutions.
 - Numerous agencies implement improved processes and new and revised information systems, including:
 - Forestry's Integrated Forest Resource Management System
 - Professional and Occupational Regulation's Electronic Access to Government Licensing and Enforcement System
 - Community College System's statewide Administrative Information System
 - General Service's Warehousing System Modernization

¹ *Code of Virginia, § 2.2-2007. Powers of the CIO. A. 9.*

- The multi-agency No Wrong Door initiative
 - Forestry's Mobile Computing
- Universities continuously consider new ways to keep students connected efficiently. Universities have implemented:
 - E-mail alternatives for students
 - Anywhere access via wireless services to libraries and staff resources
- Several universities now have discontinued the hosted student e-mail services and have moved to free Google or Microsoft services. Others have offered free services as an option for students. Significant cost savings result from these efforts.
- Agencies, including VITA, have changed business processes to enable and promote telework. Many IT tools are enablers including:
 - IT Infrastructure Partnership-provided conferencing to connect teleworkers to meetings
 - Virtual Private Network (VPN) services to connect teleworkers securely to local area networks
 - Access to mail through BlackBerry services, Web Outlook services and VPN services.
- Agencies such as Health are employing electronic benefit transfers to realize cost savings.
- Agencies and partners are deploying more virtual servers for utilities and applications to take advantage of cost savings through infrastructure consolidations. VITA is streamlining the process of moving to virtual servers by creating model configurations from which agencies may select to speed approval.
- Mobility enhancements are enabled by the continuing build out of radio towers across the Commonwealth for public safety use and the installation of public safety vehicle equipment that communicates using the towers.
- Regional State Police units are better able to share information regardless of geography as a result of the centralized Law Enforcement Management System.
- The centralizing of criminal images across law enforcement and transportation agencies improves officer convenience and citizen safety by permitting quick electronic access to needed identifying information. Images, including driver's licenses, mug shots, scars, tattoos and other physical identifiers, now are being made available.
- Numerous agencies, most notably higher education agencies, work to continuously improve business processes as they install and adapt state-of-the-art central information systems.
- Many of the Commonwealth's universities install the same enterprise resource management package (Banner software). Through a consortium of adopting agencies, users of Banner are sharing software standards, lessons learned, and jointly developed innovations to improve university business practices and avoid costly mistakes. Examples of efficiencies include:

- Sharing systems that created links between the Commonwealth's eVA procurement system and Banner
 - Sharing lessons learned as new components and updates are tested
- Mechanisms such as the Public Private Education Facilities and Infrastructure Act (PPEA) and other cooperative public/private ventures continue to enable efficiencies to be considered as a result of willingness of the private sector to provide up-front investments in the Commonwealth's future.

Improving Collaboration

- Centralized foundation and infrastructure services constantly are improving. Examples include: geographic information system (GIS) base maps, public safety radio networks and central voice over Internet protocol private branch exchange (VoIP/PBX) options.
- UVA and other universities and libraries throughout the world continue to work with Google to scan select library resources into a central searching system. Google has scanned more than seven million books to date. The goal, Google reports, is to "create a comprehensive,
- During the 2008-2009 fiscal year, VITA's Enterprise Application Division -- formerly the Virginia Enterprise Application Program (VEAP) -- directed and supported agency collaboration efforts on business intelligence (BI), financial management and performance budgeting, document management, the Virginia Election and Registration Information System (VERIS), Business One Stops and human resources.
- The Commonwealth's Information Technology Investment Board (ITIB) continues to support enterprise and multi-agency collaboration opportunities as an important ranking criterion in its Recommended Technology Investment Projects Report (RTIP). That report is submitted each Sept. 1 to the Governor and General Assembly.
- Colleges and universities are sharing technical solutions for common problems through Virginia-based and national alliances. Both common IT solutions and common policy approaches often result from their collaborative efforts.
 - UVA is collaborating with peer institutions, including Michigan, Duke, Stanford and Emory, on digital archiving and scholarly communication. These partnerships are discussing ventures with foundations such as Mellon and corporations such as Apple Inc.
 - Radford University, Virginia Commonwealth University, UVA, Virginia Tech, William and Mary, and others are sharing assessments of options as they select among sourced, free e-mail solutions from Google, Microsoft and others
 - Eleven Virginia Universities now collaborate on enhancements to their common enterprise resource planning solution, Banner, which provides a full complement of student, staff, course and financial information with Web interfaces for many processes.
 - Internet2, a member-driven group that focuses on network-related improvements, is exploring: cost-reducing and interoperable solutions for campus video; middleware solutions to aid universities in tracking identities for access and authorization across multi-organizational initiatives (called Shibboleth); and the best techniques for providing video across greater distances (wide-area networking). In 2008, George Mason's entry for the 2009 Internet2 Driving Exemplary Applications (IDEA) Award received an

- George Mason is heading up a multi-university initiative to investigate alternatives to computer labs that will provide virtual access to applications typically installed on these computers.
- The Virginia Alliance for Secure Computing and Networking (VASCAN) continues to provide training events and explore solutions to problems such as securing mobile devices, security and virtualization, security in the cloud, and the International Standards Organization standard, ISO 27002.
- Grant management, especially involving universities and the federal government, is an area where many universities explore opportunities for a common and well-integrated solution.
- Consolidated central services, both within and across agencies, continue to enable efficiencies in backup, e-mail, desktops, call centers, data storage, telecommunications and networking.

Judicious Use of New Technologies

New technologies can improve efficiencies, operations and services or leave the adopter on the bleeding edge instead of the leading edge. Several new technologies are providing promising capabilities to Commonwealth agencies.

- Smartphones annually increase the number of tools they provide, adding GPS capabilities and reference materials. Universities are considering possible uses of student smartphones as learning, collaboration, reinforcement and support tools.
- Citizens, students, faculty and other agency staff have become more deeply involved with social networking tools as part of their standard communications toolsets. Agencies and higher education are considering the costs and benefits of using these tools to improve collaboration and a sense of belonging in business and school settings.
- Several agencies are incorporating global positioning system (GPS) devices to drive efficiency and accuracy improvements in field-based data entry and emergency management system improvements. Agency examples include Mines, Minerals and Energy (DMME) for field GIS support, the Virginia Department of Transportation (VDOT) for maintenance services data entry and emergency road services, the Department of Forestry for mapping and field data collection and the Department of Health for inspection and epidemiological data entry.
- University campuses, libraries, public spaces, conference rooms, police cars and other areas are being equipped with secure and open wireless access to systems and resources.
- Systems implemented in one agency as a service may be used by other agencies such as Environmental Quality's Enterprise Content Management solution.

Improving Access to Services

- Agencies implement Web site standards and technology accessibility requirements, thus improving accessibility for people with disabilities and for the general public.

- Numerous systems currently being developed or modified will improve the anywhere/anytime accessibility of information, data entry and notification capabilities via Web interfaces that will assist citizens, the state's workforce, police, students, faculty and other groups.
- 24x7 access to reporting systems, data entry systems and information stores is now common and continues to grow as a result of the ongoing efforts of agencies and universities.
- Proven tools for improving citizen convenience and public access are being rolled out to more areas of the state. Tools include broadband, and integrated student, staff, finance and classroom capabilities within universities and across community colleges.

Tables 1 and 2 below cite representative fiscal year 2009 (FY 2009) IT projects that impact economic efficiency, citizen convenience and public access to government. Table 1 includes projects that were completed during FY 2008. Table 2 lists projects that entered the planning or implementation stage during FY 2009. The designations (X's) in the table columns indicate a particular strength of each project with respect to the General Assembly's three characteristics of interest (economic efficiency, citizen convenience and public access to government).

Table 1
Representative Projects (Completed)²

| Agency | Project Formal Title | Economic efficiency | Citizen convenience | Public access to government |
|--|---|---------------------|---------------------|-----------------------------|
| Commerce and Trade | | | | |
| | Mines, Minerals, & Energy Field GIS System | X | | X |
| Education | | | | |
| Virginia Community College System | Administrative Information System | X | X | X |
| Jamestown Yorktown Foundation | Network Infrastructure/Bandwidth | X | X | |
| University of Virginia | Multistate Collaboration on Digital Archiving | X | X | X |
| Finance | | | | |
| Tax | Remit Migration | X | | |
| Health and Human Resources | | | | |
| Rehabilitative Services | Implement Core Integrated Case Management System | X | X | X |
| Natural Resources | | | | |
| Environmental Quality | Document Management Implementation | X | X | X |
| Public Safety | | | | |
| State Police | Upgrade of State Police Systems for Transmission of Motor Vehicles Photos (multiagency) | X | X | |
| State Police | Sex Offender Registry Web site Enhancement | | | X |
| State Police | Central Criminal Image System | X | | |
| State Police | Upgrade of VCIN and CAD Systems for Transmission of DMV Photos | X | | |
| Technology | | | | |
| Virginia Information Technologies Agency | Financials Upgrade of Vendor Support | X | | |
| Transportation | | | | |
| Transportation | VATraffic, an Integrated Roadway Information System | | X | |
| Transportation | Upgrade of State Police Systems for Transmission of Motor Vehicles Photos (multiagency) | X | X | |
| Motor Vehicles | Customer Contact Center Relocation and Reorganization | X | X | X |

² During Fiscal Year 2009

**Table 2
Representative Projects (Planning or Implementation Stages³)**

| Agency | Project Formal Title | Economic efficiency | Citizen convenience | Public access to government |
|--|--|---------------------|---------------------|-----------------------------|
| Governor's Office | | | | |
| No Projects in Progress | | | | |
| Administration | | | | |
| State Board of Elections | Campaign Finance Management System | | X | |
| General Services | Consolidated Labs: Expand Electronic Messaging Capabilities | X | | |
| General Services | Consolidated Labs: Expand Web Capabilities | | X | X |
| General Services | Consolidated Labs: Replace Environmental Laboratory Information System | X | | |
| General Services | Consolidated Labs: Upgrade Disaster Recovery System | X | | |
| General Services | Purchase & Supply: Consolidation of the Vendor Registration systems | X | | |
| General Services | Enterprise Application Alignment Project | X | | |
| General Services | Purchase & Supply: Warehousing System Modernization | X | | |
| Agriculture and Forestry | | | | |
| Agriculture & Consumer Services | Implementation of System Automation My License Application | X | X | |
| Agriculture & Consumer Services | Weights and Measure Software Implementation | X | X | |
| Agriculture & Consumer Services | Animal Health Record System | | X | X |
| Forestry | Integrated Forest Resource Information System - Forest Protection and Mobile Computing | X | | |
| Commerce & Trade | | | | |
| Board of Accountancy | Internal Licensing Application Replacement Software | X | | |
| Business Assistance | Business One Stop Initiative Phase II | | X | X |
| Employment Commission | Unemployment Insurance Modernization | X | X | X |
| Professional & Occupational Regulation | Electronic Access to Government Licensing and Enforcement System | X | X | X |
| Education | | | | |
| Christopher Newport University (CNU) | Implementing the Banner Human Resources System on CNU Live | X | X | |
| Christopher Newport University | Relocation of CNU Center for IT Services | X | | |
| Christopher Newport University | Redesign Web Services and Implement Content Management for Web | | X | X |

³ At the end of Fiscal Year 2008

| Agency | Project Formal Title | Economic efficiency | Citizen convenience | Public access to government |
|---|---|---------------------|---------------------|-----------------------------|
| Education | School Finance Program Revisions and Enhancements | X | | |
| Education | School Information Program Revisions and Enhancements | X | | |
| Education | Student Information Program Revisions and Enhancements | X | | |
| Education | Supporting Systems Revisions and Enhancements | X | | |
| Education | Education IT Expenditures in Localities | X | | |
| James Madison University | University Advancement System Project | X | X | |
| Radford University | Radford University Information System Project | X | X | X |
| Radford University | Voice Over Internet Protocol Telephone System Project | X | | |
| University of Mary Washington | Facility Management System | X | | |
| University of Mary Washington | Life-Cycle Business Systems Replacements | X | | |
| University of Mary Washington | Teaching/Learning Support Systems | | X | |
| University of Mary Washington | Core Infrastructure Replacement | X | | |
| University of Virginia and other Higher Education | Identity Management and Identity Theft Prevention Solutions | | | X |
| Virginia Commonwealth University and Other Higher Education | Student Email Choices include Outsourcing to Free Gmail or Microsoft Live@EDU | X | X | |
| Virginia Community College System | New Human Resources Information System | X | | |
| Virginia Museum of Fine Arts | Centralized High Quality Digital Image Repository | | X | X |
| Virginia Museum of Fine Arts | Enhanced Web Site | | X | X |
| Virginia State University and Other Higher Education | eVA Integration with Banner Systems | X | | |
| Virginia State University | MyCampus Portal | | X | X |
| Finance | | | | |
| Planning and Budget | Performance Budgeting | X | | |
| Taxation | Channel Cost Savings | X | | |
| Taxation | iReg Upgrade Project | X | X | X |
| Health & Human Resources | | | | |
| Aging and seven partner agencies | No Wrong Door Initiative | X | X | X |

| Agency | Project Formal Title | Economic efficiency | Citizen convenience | Public access to government |
|-----------------------------|--|---------------------|---------------------|-----------------------------|
| Rehabilitative Services | Integrated Fiscal System | X | | |
| Social Services | Food Stamp Manual Revamp Program | X | | |
| Social Services | Child Support Enforcement Payment Processing Enhancements | | X | |
| Medical Assistance Services | HIPAA Upgraded Transactions and Code Sets | X | X | |
| Medical Assistance Services | Fiscal Agent Competitive Rebid | | X | |
| Medical Assistance Services | Claims Direct Data Entry via Medicaid Web Portal | X | | |
| Behavioral Health | Facility Maintenance Management | X | | |
| Behavioral Health | Medication Management | X | | |
| Behavioral Health | Clinical Applications EMR | X | | |
| Health | Electronic Birth Record | X | | |
| Health | Women, Infant and Children Electronic Benefit Transfer Project | X | X | |
| Health | Electronic Death Registration | X | | |
| Health | Enterprise Content Management | X | | |
| Health | Health Statistics Data Warehouse Conversion Project | X | | |
| Health | Emergency Medical Services Registry | X | | |
| Natural Resources | | | | |
| Conservation and Recreation | Modernization of the Agriculture Best Management Practices Loan Tracking Program | X | | |
| Conservation and Recreation | Stormwater Management Program Enterprise Web Site | | X | |
| Environmental Quality | Comprehensive Environmental Data System Reporting | X | X | |
| Environmental Quality | Water Quality Data Exchange Implementation | X | | |
| Environmental Quality | Geographic Information System Infrastructure Upgrade | X | | |
| Environmental Quality | Data Acquisition for Air Quality Management | X | | |
| Environmental Quality | Air Check Reengineering | X | | |
| Game and Inland Fisheries | Boat Registration and Titling System Re-Engineering | X | X | X |
| Game and Inland Fisheries | Business Process Management Software Deployment | X | | |
| Game and Inland Fisheries | Customer Data Cleansing and Aggregation | X | | |
| Game and Inland Fisheries | Customer Data Integration | X | | |
| Game and Inland Fisheries | Customer Data Warehouse | X | | |
| Game and Inland Fisheries | Time Accounting Re-Engineering - Development | X | | |
| Historic Resources | Convert Data Sharing System | X | | |

| Agency | Project Formal Title | Economic efficiency | Citizen convenience | Public access to government |
|------------------------------------|--|---------------------|---------------------|-----------------------------|
| Historic Resources | Digitize Virginia Historic Properties and Report Archive | | X | X |
| Virginia Museum of Natural History | Adventure Classroom | | X | X |
| Public Safety | | | | |
| Alcoholic Beverage Control | Point-of-sale System Replacement | X | X | |
| Alcoholic Beverage Control | Warehouse Management System Project | X | | |
| Corrections | Warehouse Management and Control | X | | |
| Corrections | Video Visitation System | | X | |
| Corrections | Phase 2 and Phase 3 of the Commonwealth Offender Record Information System | X | | |
| Correctional Enterprises | Correctional Education Bar Code Scanning System Solution | X | | |
| Criminal Justice Services | New Private Security Database | | X | |
| Emergency Management | Grants Management System | X | | |
| State Police | Statewide Agencies Radio System (STARS) | X | X | X |
| State Police | Replacement of the Firearms Application | | X | |
| State Police | Digital Crime Scene Images | X | | |
| State Police | Central Criminal Repository and Report System Improvements | X | | |
| State Police | Automation of Motor Vehicle Inspection Program | | X | X |
| State Police | CAD Mobile Mapping Interface | X | | |
| State Police | Replacement and Enhancement of the Central Criminal History Application | X | | |
| State Police | Automation of Motor Vehicle Inspection Program | X | | |
| State Police | VA Intelligence Management System | X | | |
| State Police | Replacement and Enhancement of the Statewide Incident-based Reporting System | X | | |
| State Police | VA Criminal Information Network Message Switch Upgrade (multiagency) | X | | |
| State Police | Law Enforcement Activity Management System | X | | |
| Veteran's Services | Clinical and Patient Billing System | X | | |
| Veteran's Services | Financial Management System | X | | |
| Technology | | | | |
| Information Technologies Agency | Shared Services—Enterprise Content Management (ECM) | X | | |
| Information Technologies Agency | Shared Services—Business Intelligence (BI) | X | | |
| Information Technologies Agency | Information Technology Accessibility Compliance | | X | X |

| Agency | Project Formal Title | Economic efficiency | Citizen convenience | Public access to government |
|---------------------------------|--|---------------------|---------------------|-----------------------------|
| Information Technologies Agency | Contract Management Solution | X | | |
| Transportation | | | | |
| Transportation | VA Criminal Information Network Message Switch Upgrade (multiagency) | X | | |
| Transportation | Highway Performance Monitoring System | X | | |
| Transportation | Land Development Tracking System | X | | |
| Transportation | Human Resources Datamart | X | | |
| Transportation | Equipment Management System | X | | |
| Transportation | Pavement Management System | X | | |
| Transportation | Smart Traffic Center Infrastructure Maintenance Management System | X | | |
| Transportation | Financial Management System | X | | |
| Transportation | Eminent Domain Appraisal Software | X | | |
| Transportation | ProSight Project | X | | |
| Transportation | Roadway Network System | X | X | |
| Motor Vehicles | Traffic Records Electronic Data System | X | X | |
| Motor Vehicles | Automated Routing Solution – Hauling Permits | X | X | |
| Motor Vehicles | Customer Management Queuing System | X | | |
| Motor Vehicles | Systems Redesign Project (CSI) Includes Expand Document Imaging to Motor Carrier Work Center | X | | |
| Motor Vehicles | Driver's License Central Issue | X | | |
| Motor Vehicles | Customer Call Center Integrated Voice Response | X | | |
| Aviation | Aircraft Registration System Upgrade | | X | X |

Governing from an Enterprise Perspective

The characteristics of interest to the General Assembly may be addressed by multiagency efforts and centralized services as well as agency-specific IT projects. Several processes are currently in place in the Executive Branch under the auspices of the ITIB, the Chief Information Officer (CIO) and other VITA offices that facilitate development and implementation of enterprise-level solutions. These processes facilitate the Executive Branch's ability to rapidly identify opportunities and reap benefits. Example processes include the following:

- The ITIB, in partnership with agencies, is continuing its development and enhancement of the statewide enterprise business, information, solutions and technical architectures. These frameworks, policies and standards help to improve enterprise-level understanding of the Commonwealth's business and to identify opportunities for multiagency solutions.

- On behalf of the Commonwealth, the ITIB and CIO published the *2007-2011 Commonwealth of Virginia Strategic Plan for Information Technology*, which offers technology direction and guidance for state agencies and institutions and supplies a foundation to base technology investment decisions supporting Virginia's business direction.

This plan was designed to be incorporated into Virginia's existing strategic planning and budgeting processes, and to be available to state agency decision makers as guidance on the direction of information technology in the Commonwealth as they prepare their strategic plans and budgets.

- The ITIB and the CIO review procurements and projects from an enterprise architecture perspective.
- The ITIB and the CIO encourage the use of the PPEA process to develop central solutions to address the needs of multiple agencies.
- The Commonwealth is working to modernize the state's enterprise applications through VITA's Enterprise Application Division. This effort is currently focused on financial management, performance budgeting processes and human resource application improvements that will benefit multiple agencies across state government.
- VITA provides statewide geospatial data including digital orthophotography, road centerlines and addressing capabilities that support GIS application development and use for agencies, local government, private sector companies and higher education. Examples of enterprise applications include voter registration and the Virginia Readiness, Response, and Recovery application to assist with emergencies.

Even greater efficiencies, accessibility and convenience will be possible in the future by ensuring that tools and mechanisms are available to encourage enterprise-wide thinking. Centrally coordinated planning, business identification, solution generation, solution evaluation and solution provision are key to strengthening enterprise-level effectiveness.

Enterprise Applications Efforts in the Executive Branch

Enterprise Application Division staff of VITA have been involved in a number of multiagency collaborative initiatives and in enterprise shared application efforts. The following are examples of endeavors, including several reported to the Information Technology Investment Board in June 2009.

- Financial systems including a financial management replacement (see Transportation in the Transportation Secretariat) and a state budget system replacement (see Planning and Budget in the Finance Secretariat)
- Business Intelligence Tools for agencies
- Exploration of Content Management services
- Assistance with a multiagency Business One-Stop two phase project (see Tax, Business Assistance, Minority Business, and General Services in the Finance and Administration Secretariats)
- Exploring Human Resources information alternatives for the future
- Exploring application portfolio issues
- Piloting digital signatures with the assistance of Transportation and Mines, Minerals and Energy

- Developing data management standards, strategies and standardization processes

Executive Branch Awards to Date

Awards to agencies for their IT initiatives often do not coincide with the fiscal year in which the project was active or completed. Awards received for IT efforts in the two fiscal years prior to the publication of this report include the following:

- 2009: Finalists for the National Association of State Chief Information Officers (NASCIO) Recognition Awards
 - Category: Cross Boundary IT Partnership
 - University IT Internship Partnership, Virginia Department of Mines, Minerals and Energy
 - Category: Data, Information & Knowledge Management
 - Virginia's Performance Leadership and Accountability System, Council on Virginia's Future
 - Category: Government to Citizen
 - Virginia.gov Portal Widgets, Virginia Information Technologies Agency and Virginia Interactive
 - Category: IT Project & Portfolio Management
 - Virginia Technology Portfolio 2.0, Virginia Information Technologies Agency
- 2008: Center for Digital Government, Digital Government Achievement Awards
 - Category: Government Internal
 - Virginia Department of Taxation telework program
 - Category: Government to Business
 - the Virginia Department of Mines, Minerals and Energy E-forms for Industry
 - Center for Digital Government, Best of the Web recognition program
 - The Commonwealth's official portal, www.virginia.gov, was recognized as the number one state portal in the nation, following an extensive redesign launched in June 2008
- 2008: National Association of State Chief Information Officers (NASCIO) Recognition Awards
 - Category: Enterprise Management Initiatives
 - First place award for the Virginia Information Technology Partnership
 - Category: Information Security
 - First place award, Commonwealth Security and Risk Management, VITA - Interlocking Spheres of Collaborative Protection
 - Category: Data, Information and Knowledge Management
 - Finalist (honorable mention) Virginia Department of Human Resources for the Knowledge Center

- 2008: Digital Government Achievement Awards
 - Category: Government to Business Category
 - Virginia Department of Mines, Minerals and Energy - E-forms initiative,
- 2009 Governor's Technology Awards, presented at the Commonwealth of Virginia Innovative Technology Symposium (COVITS)
 - Category: Online, Not "In Line"
 - Business One Stop, Virginia Department of Business Assistance
 - Honorable Mention: ARRA Reporting Tool, Virginia Department of Transportation
 - Category: Cross-boundary Collaboration
 - Digital Signature Project, Virginia Departments of Transportation and Mines, Minerals and Energy
 - Category: IT as Efficiency Driver
 - V.I.P.E.R. Project, Virginia Department of Emergency Management
 - Honorable Mention: Forest Protection and Mobile Computing Project, Virginia Department of Forestry
 - Category: Innovative Use of Technology in Higher Education
 - The Virginia Education Wizard, Virginia Community College System
 - Category: Best Public Sector Telework Initiative
 - State Board of Elections

Conclusion

Almost all agency and government-wide information technology (IT) projects and procurements have a direct impact on improving economic efficiencies, citizen convenience and/or service accessibility. Each individual agency IT project will often address business process improvements, worker productivity, availability and delivery of citizen services, Web accessibility and/or operational efficiencies. Enterprise and multiagency initiatives often address collaborative opportunities, consolidations of IT infrastructure or facilities management activities that improve economic efficiencies of state agencies and enhance their ability to deliver government services to citizens. Many projects are not only useful to agencies and their customers, but also gain significant attention nationally and internationally through receipt of awards.

Under the auspices of the ITIB and CIO, IT investment management in the Commonwealth continues to promote efficient, accessible and convenient customer services. Furthermore, having adopted enterprise standards and having consolidated the management of IT infrastructure, the Commonwealth is in a better position to leverage the IT infrastructure to transform the delivery of government services. The Commonwealth will continue to promote collaborative enterprise-wide initiatives and appropriate agency specific solutions that provide cost-effective, customer-centric services.

