

**To:** The Honorable Ralph Northam, Governor of Virginia  
The Honorable Luke E. Torian, Chair, House Appropriations Committee  
The Honorable Janet D. Howell, Chair, Senate Finance and Appropriations Committee

**From:** Nelson Moe, Chief Information Officer of the Commonwealth

## BACKGROUND

The Virginia Information Technologies Agency (VITA) respectfully submits this report pursuant to [item 90\(D\) of the Appropriation Act](#), which provides for quarterly reports “on progress toward transitioning to new information technology services that will replace the information technology services currently provided by Northrop Grumman,” including “VITA’s organization and in-scope information technology and telecommunications costs,” and “options available to the Commonwealth at the expiry of the current agreements including any anticipated steps required to plan for their expiration.”

In addition to this formal report, VITA continues to report in detail through both executive reporting and ongoing oversight by the Joint Legislative Audit and Review Commission (JLARC). This report is current as of March 2021.

## REPORT

VITA is pleased to report that the multisupplier model is thriving in the Commonwealth. With the multisupplier model fully implemented, VITA is now focused on improving the customer experience. Several focus metrics include:

- Stabilizing core infrastructure services;
- Innovating with the introduction of modern technology services;
- Optimizing the model in terms of speed, cost and relationships; and
- Advising customers strategically, from end-to-end.

Below are some highlights and notable updates from this quarter.

### Virginia Department of Health – Emergency Call Center and Devices Support

The Virginia Department of Health (VDH) has been a lead agency in Virginia’s response to the unprecedented challenges resulting from the novel coronavirus. With the assistance and

support of VITA and its voice and data network supplier, Verizon, VDH recently stood up a vaccination call center. As an alternative for those without internet access, citizens can become pre-registered for the vaccine by calling 1-877-VAX-IN-VA. The system places citizens age 75 and older in an express lane to speak to a live agent. The state's call center is open seven days a week from 8 a.m.–8 p.m.

### **Data center and VITA moves**

As noted in prior reports, the Commonwealth's lease on its data center in Chester, the Commonwealth Enterprise Solutions Center (CESC), expires at the end of FY22, which requires both an enterprise data center move project and a move of VITA's offices. Move events continued to progress this quarter. As of March 7, move events 1-20 had been completed, with 1,243 servers having moved and 74% of agencies having completed all of their scheduled moves. To prepare for the move of VITA's offices, the team has determined all requirements for the new space, and is currently evaluating the market to identify options for future space, working with the Department of General Services (DGS).

### **Launch of New VITA Website**

In February, VITA launched its new customer-focused website, [vita.virginia.gov](http://vita.virginia.gov), redesigned to provide for optimized navigation, enhanced accessibility features that are 100% compliant with accessibility standards, and data-driven presentation of content to help customers find what they need easier and faster.

During a nearly yearlong research project, VITA's in-house web and communications teams built the new site through in-depth customer reviews, surveys and focus groups, as well as data analytics and search terms. The team is continuing to monitor web traffic and user feedback to guide any additional adjustments.

The website homepage features a simplified, modular design, an enlarged, single menu, and prominently-placed search bars. The responsive design easily translates across all platforms, whether customers are using a computer or a mobile device.

The refreshed website now aligns with and supports VITA's new operating model and the agency's top focus—providing a better experience for customers, from beginning to end.

### **Rollout of New Services**

VITA is preparing to roll out several new impactful services.

Most notably, VITA is proud to introduce Prisma—a remote user access service that allows individuals to remotely access Commonwealth of Virginia (COV) resources. Similar to a virtual private network (VPN), this service will replace Zscaler, the temporary, cloud-based VPN alternative provided to large agencies with particular need at the onset of the coronavirus

pandemic. Current Zscaler users are slated to complete migration by the end of this quarter. Prisma is expected to be available enterprise-wide beginning in April 2021.

VITA has also been able to offer several communication and team collaboration enhancements. Teams Audio is an additional service that can now supplement our existing workplace collaboration services (WCS) Microsoft Teams service. Teams Audio allows participants to dial in to meetings from a telephone, a feature that was not available with the preexisting Teams meeting service. This addition makes Microsoft Teams a fully developed alternative to other available services, such as Google Meet and Cisco WebEx. In addition, in response to customer demand, VITA is in the process of making Zoom accessible for use by customer agencies.

Additionally, VITA is preparing to roll out the new Box content management service. Box is a cloud-based platform that enables users to easily share, manage and secure their content using any device. Box works for virtually any file type, enabling multiple people to collaborate without the risk of version-control issues.

### **Information technology (IT) infrastructure re-procurement update**

VITA is working expeditiously to conclude the re-procurement of its messaging services, the first re-procurement of a tower supplier under the multisupplier model. Although the procurement remains in progress, it is progressing toward conclusion, and VITA expects a smooth transition to the selected vendor later this year. More information about this exciting development will be included in the next quarterly report.

### **Cybersecurity**

In its 2020 Session, the General Assembly recognized the threat that ransomware poses to the Commonwealth of Virginia by passing [House Joint Resolution 64 \(HJ64\)](#). The resolution directed VITA to study the Commonwealth's ransomware attack preparedness. VITA's findings are contained in a comprehensive [report](#) submitted at the beginning of this quarter.

Additionally, VITA launched a new cloud access security broker (CASB) service – Shadow IT. CASB provides a comprehensive approach to managing cloud-based IT services for any device from any location. Cloud-based services may include cloud file sharing services, backup services, email, group chat and collaboration tools.

CASB serves as enhancements for both security and capabilities. Information security officers (ISOs) will have visibility into user activity, compliance and governance policy enforcement, as well as threat protection. CASB will provide a central point through which agency ISOs can manage and share sensitive data. CASB provides visibility and control of cloud services being used by staff, while helping the agency understand its exposure and enabling employees to remain productive. With real-time monitoring and analytics, the agency gains visibility into the consumption of IT resources inside and outside the organization.

## Annual IT Strategic Planning

Significant effort has been expended during the last quarter to prepare for the IT strategic planning biennium update, which is required by Code of Virginia § 2.2-2014. In early March, VITA issued pre-planning guidance for IT strategic plan (ITSP) development (including stakeholders who should participate) and preliminary information regarding upcoming ITSP workshops in April. The process is slated to conclude by May 31.

## Budget

VITA's budget requests this year reflected the critical initiatives and needs described above. Governor Northam's administration [included funds in his budget bill](#) that would provide ongoing support for the data center relocation project, deploy software defined network services and upgrade network infrastructure, replace the legacy virtual private network remote access solution, and add needed security personnel. These important financial investments in technology are included in the budget that passed the General Assembly.

## Conclusion

The VITA team remains grateful for support from policymakers and is committed to continuing to improve and optimize services for customers and all Virginians going forward. The team welcomes opportunities to partner, assist and share continued progress.