



Executive Branch Technology Benefits Report

September 2025

Background/Introduction

Pursuant to Virginia Code § 2.2-2007(B)(2), the Virginia Information Technologies Agency (VITA) respectfully submits this report, which provides an annual update on the “use and application of information technology by executive branch agencies to increase economic efficiency, citizen convenience, and public access to state government.” This report summarizes initiatives completed by VITA and other agencies in calendar year 2024. Technology initiatives in 2025 will appear in next year’s report.

The information presented in this report was collected through VITA’s Project Management Division (PMD), which is tasked with assisting and overseeing Commonwealth-level Information Technology (IT) projects and setting the associated standards for them. In addition to PMD contributions, project information was also provided by VITA’s Enterprise and Cloud Solutions teams, whose work supports modernization, infrastructure, and service delivery across the Commonwealth. In partnership with VITA, executive branch agencies achieved greater efficiency and progress, ultimately benefiting all Virginians.

Report

Virginia Department of Emergency Management Project – Flood Intel Unit Gauges

The Virginia Department of Emergency Management (VDEM) worked to enhance its readiness by planning for all hazards and improving the statewide response system. Given that flooding is the Commonwealth’s most significant hazard, VDEM established a new Flood Intelligence Unit dedicated to preventing and reducing the loss of life and property. This initiative provided accessible, real-time flood intelligence to support planning and risk-based decision-making at the state, regional, and local levels.

To directly support this mission, VDEM built a statewide flood monitoring network consisting of water-level gauges, precipitation sensors, and weather stations to deliver real-time hydrologic situational awareness. The ultimate goal was to ensure the network was reliable, accurate, and dependable (RAD) for all stakeholders, replacing the outdated and unreliable Integrated Flood Observation and Warning Network. Each jurisdiction across the Commonwealth was equipped with at least one flood gauge, whether owned and operated by VDEM, USGS, NOAA, or the jurisdiction itself.

This initiative significantly enhanced statewide accessibility to flood data, ensuring emergency management personnel could monitor and respond to flood risks with greater precision. By improving communications and awareness, local and state agencies were better able to coordinate preparedness measures and response strategies. The visibility of critical flood-related data was strengthened, allowing emergency teams to make informed decisions with accurate situational awareness. Additionally, the project improved overall readiness for flooding hazards and reinforced the statewide response system, ensuring communities across the Commonwealth were better equipped to mitigate flood risks and safeguard lives and property.

Statewide Agencies Radio System Infrastructure and Subscriber Upgrade

The Statewide Agencies Radio System (STARS) provided multi-channel trunked digital and data wireless communications, supporting 22 authorized agencies. The system included a land mobile radio (LMR) network, a microwave radio network, and a fault management network. However, the microwave network had reached its end-of-life, making repairs increasingly difficult due to the unavailability of parts. Additionally, the legacy T1 technology was incompatible with future LMR network releases, and subscriber equipment (mobiles, handheld devices, and control stations) could no longer support essential security and operational features. To ensure continuity, security, and efficiency, STARS underwent a comprehensive infrastructure upgrade.

The modernization centralized and upgraded the microwave radio network, implemented Multiprotocol Label Switching (MPLS) and Time Division Multiple Access (TDMA), and enhanced radio authentication measures. These advancements strengthened system reliability, security, and interoperability, ensuring seamless communication among agencies. Additionally, the replacement of outdated subscriber equipment provided users with updated, high-performance technology, which improved operational functionality while supporting critical emergency and public safety communications statewide.

Gold Standard Digital Hub 2.0 Project

The Virginia Department of Veterans Services (DVS) is committed to serving Virginia's veterans, members of the Virginia National Guard, Armed Forces Reserves, and their families by providing essential transition support, employment and education assistance, benefits, behavioral health care, long-term care, and earned recognition for their service. To enhance access to these services, DVS developed the Gold Standard Digital Hub 2.0, an IT solution that directly connects veterans to resources offered by DVS, state and federal agencies, and community partners.

This system provided a secure public interface for veterans to register and request services, while also allowing service providers to register and deliver support. It tracked

the time from request to fulfillment, estimated the value of services rendered, and generated metrics to ensure veterans received comprehensive assistance. Additionally, the solution streamlined the client experience, providing a management dashboard for tracking performance, identifying service gaps, and measuring overall impact.

The Gold Standard Digital Hub 2.0 improved data sharing between agencies, fostering greater collaboration and efficiency in veteran support services. The initiative addressed evolving workforce and skill set requirements by integrating modern enterprise applications, enabling agencies to focus on their core competencies while delivering improved services. Enhanced communication tools strengthened public engagement, ensuring more effective outreach and streamlined service delivery.

By digitizing key processes, the system enabled services to be delivered electronically through a single, centralized portal, aligning with citizen and business expectations for accessibility and ease of use. This transformation ensured veterans received timely, well-coordinated assistance across federal, state, and community-based providers, reinforcing DVS's commitment to serving those who have served.

Virginia State University – WLAN – WIFI Project

The Virginia State University (VSU) wireless network had operated in a “run and grow” state for nearly a decade before transforming to a modernized infrastructure in 2024, implementing Wi-Fi 6 to meet the university’s growing operational needs. With Wi-Fi 6, VSU addressed current connectivity challenges while preparing for future demands.

To address many of the identified issues and constraints, a newly redesigned enterprise-wide VSU WLAN Technology Services Leading Edge Infrastructure architecture was implemented to provide a reliable, secure, and high-speed infrastructure.

The modernization enhanced data sharing across agencies and consolidated operational environments, creating a more efficient and interconnected network. The upgrade to broadband and wireless services significantly boosted reliability for students, faculty, and staff while improving secure access across wireless, wired, and internet connections. With increased speed and performance throughout the campus, real-time monitoring and system reporting ensured proactive maintenance and security compliance. Additionally, cost optimization efforts provided savings through discounts on unused equipment, ensuring a strategic and financially sound approach to network improvements.

i **WLAN:** “Wireless Local Area Network,” a WLAN is a local group of devices which communicate using radio waves.

Wi-Fi: “Wireless Fidelity,” is a form of WLAN commonly used for accessing the internet and local networks.

Virginia Department of Transportation Severe Weather Application System 2.0

The Severe Weather Application System (SWAS) allowed real-time mobilization and monitoring of contractor and state work force equipment. The overall project aimed to enhance the existing application in the areas of mobile technology and integration of data among multiple systems, both internal and external to VDOT.

This project migrated the application to a cloud-based platform while transitioning the services to a more stable, integrated, and mobile-friendly application with offline functionality to VDOT resources to complete critical work assignments even when broadband services are not readily available.

SWAS 2.0 offered a wide range of benefits designed to enhance operational efficiency and service delivery. It consolidated operational environments and integrated existing systems into a single, unified platform, creating a one-stop shop that improved both internal controls and planning methods. This modern, mobile-friendly system ensured all SWAS 1.0 functionality was retained while incorporating key enhancements, including improved remote and offline access.

By streamlining services and optimizing resource allocation, the application helped meet growing service demands with fewer resources while delivering cost-effective and efficient results. It significantly enhanced service delivery to both internal and external users and introduced a more efficient Hired Equipment Time Tracking System interface, complete with bar-code check-in functionality. Overall, the application modernized infrastructure, simplified access, and increased operational effectiveness.

Virginia Department of Health Early Hearing Detection and Intervention Parent Portal

The Virginia Early Hearing Detection and Intervention (VA EHDI) program screened infants to identify congenital hearing loss in children and ensure enrollment in intervention services. The goal was to identify infants who failed their initial hearing screening before hospital discharge and provide information and referral to families regarding newborn hearing screening, follow-up testing, and early intervention services.

VA EHDI launched the Virginia EHDI (MyEHDI) Parent Portal in November 2024. This secure, mobile-friendly web application revolutionized how families access critical newborn health information. Instead of waiting for a mailed report, families gained immediate access to hearing screening results and essential guidance from the Virginia Department of Health around receiving follow-up services.

The MyEHDI Parent Portal demonstrated significant benefits for families and healthcare providers. It improved efficiency by reducing the time between hearing screening and notification, which was vital for meeting the 1-3-6 guidelines and managing conditions like congenital Cytomegalovirus. Previously, results delivered by mail could take over a week to reach families. Now, a secure digital process sends a text message with a link to the portal as soon as results are available. This immediacy empowered families with timely access to their child's health data and enabled them to share information easily with healthcare providers.

The portal also streamlined communication within the clinical community through real-time electronic updates. While MyEHDI served families, providers accessed identical data through the Virginia Infant Screening and Infant Tracking System, ensuring consistency and transparency across systems. The VA EHDI office can track usage on both platforms and follow up when necessary to prevent missed appointments and promote coordinated care.

The portal and all essential communications were available in Spanish, supporting diverse populations. Financially, the portal eliminated over \$10,000 in annual mailing costs and freed staff from time-consuming manual processes, allowing them to focus more directly on supporting families. Additionally, it reduced paper usage and carbon emissions, aligning with Virginia Department of Health's environmental sustainability goals and the public's expectation for modern, digital services.

Internal VITA Tools and Initiatives

The Source Redesign Project

To improve internal communication and resource access, VITA redesigned its intranet site, the Source. The project was aimed at improving usability, streamline access to internal resources and better support communications and collaboration across the agency.

The redesigned platform featured a more intuitive layout, updated content organization and improved search functionality. These enhancements ensured that VITA employees could more efficiently locate tools, documents and updates essential to their roles. The Source serves as a central hub for internal communications, supporting VITA workgroups and fostering a more connected and informed workforce.

Project Application Development and Project App Pilot

As part of a broader effort to streamline project management, VITA helped develop and pilot a model-driven Power Platform application. The Project App served as a common system of record for project managers who do not use Planview.

During the pilot, VITA staff provided requirements, performed testing and developed reporting features. The app enabled project managers to generate status reports in Power BI and track tasks as a replacement for kanban boards. The pilot entered production in May 2025, with 131 active users. Project managers reported saving four to eight hours per week that were previously spent formatting reports manually.

COV Apps

To standardize and automate key administrative processes, VITA launched COV Apps, a suite of online forms for offboarding, Pay Action Worksheets (PAW), and telework requests. These forms featured automated workflows, real-time notifications, and visibility into each step of the process.

The initiative provided a consistent and efficient approach to HR and administrative functions across the Commonwealth. It saved agencies time spent creating and maintaining their own forms, offered valuable data for real-time analysis, and enhanced transparency in form processing.

PerForms

To digitize the employee performance review process, VITA introduced PerForms, an automated workflow solution for self-evaluations and annual reviews. The application replaced a manual, paper-based process and was implemented during the 2024 performance cycle.

PerForms was adopted by 101 agencies and processed 39,836 forms, including both self-evaluations and annual reviews. Although the functionality later transitioned to PageUp, PerForms demonstrated the value of digitizing HR workflows and laid the foundation for future improvements in employee performance tracking.

Commonwealth of Virginia Campaign Payroll Pledge

To streamline participation in the Commonwealth of Virginia Campaign (CVC), VITA developed a payroll donation application that enabled employees with Cardinal access to submit pledges electronically. This replaced a previously manual process, improving efficiency and participation tracking.

In 2024, the application was used by 112 agencies and processed 769 donation forms. The system streamlined the donation process and supported broader participation in the campaign.

VIP Billing

VITA implemented the Virginia Identity Program (VIP) billing application to manage and approve OKTA billing for participating agencies. The tool allowed VITA to electronically review, approve, and post billing data, providing agencies with detailed visibility into their identity service charges.

The application was initially used by the Governor’s Office, with the initial billing cycle completed in January 2025. This system improved financial oversight and simplified the billing process for identity-related services, reinforcing accountability and operational efficiency.

Web Modernization and Accessibility

Website Modernization

VITA recently completed its website modernization program, to improve the Commonwealth’s digital presence and ensure consistency, accessibility, and usability across executive branch agency websites. The project identified outdated agency websites, retired legacy platforms, and introduced a standardized branding bar and updated accessibility standards.

VITA established technical partnerships to support agency website updates, created reusable templates for agency use, and provided direct technical assistance to agency-led website projects. Oversight and monitoring mechanisms were implemented to ensure alignment with modernization goals.

This initiative resulted in a more cohesive and accessible online experience for Virginians. Citizens now benefit from a consistent look and feel across agency websites, improved navigation, and enhanced accessibility features. Agencies gained access to ready-to-use templates and centralized support, accelerating modernization efforts and reducing duplication of effort. **Website – Accessibility and User Experience Training**

To support the modernization effort and ensure compliance with federal accessibility standards, VITA conducted a series of accessibility and user experience (UX) training sessions throughout 2024. These sessions were attended by hundreds of staff from multiple state agencies and covered topics such as Section 508 compliance, inclusive design, and usability best practices.

The training empowered agency personnel to make informed decisions when updating their websites, ensuring that digital services were accessible to all Virginians, including individuals with disabilities. This initiative directly supported the Commonwealth’s commitment to equity and inclusion in digital service delivery.

Website - Siteimprove Implementation

In 2024, VITA established and maintained a partnership with agencies to use Siteimprove, a web accessibility and analytics scanning tool. Siteimprove was configured to align with Web Content Accessibility Guidelines (WCAG) 2.1 and Americans with Disabilities Act (ADA) Title II standards, providing agencies with a clear and transparent benchmark for compliance.

This tool enabled agencies to continuously monitor and improve their websites, identify accessibility issues and track progress toward resolution. By offering a centralized solution for accessibility auditing, VITA has equipped agencies with the tools needed to

meet both state and federal requirements, ultimately improving the digital experience for all users.

Governor's Office Technology Enhancements

Notary/eNotary Rewrite

At the request of the Secretary of Commonwealth, VITA modernized the Notary and eNotary application, an essential component of the Governor's Office customer relationship management (CRM) program. The rewrite enhanced usability, security and integration with other digital services.

The updated application streamlined the notary application and management process, reduced manual processing and enhanced the user experience for both applicants and administrators. This project reflected the Commonwealth's commitment to delivering efficient, digital-first services to citizens.

Right Help, Right Now

In collaboration with the Governor's Office and the Secretary of Health and Human Resources, VITA supported the development of the Right Help, Right Now website. This platform promoted health care careers across Virginia by providing information on high-demand roles and the training required to enter the field.

The initiative was part of a broader effort to address workforce shortages in the health care sector and to connect Virginians with meaningful, well-paying job opportunities. By creating a centralized, accessible resource, the project supported economic development and public health goals while aligning with the administration's workforce development priorities.

Public Safety and Emergency Management

VEST Team Support

In 2024, VITA collaborated with the Virginia Emergency Support Team (VEST) to establish formal guidelines and protocols for IT support during declared emergencies. This initiative ensured that VITA provided timely, consistent, and effective technology services in high-pressure scenarios, such as natural disasters or public safety crises.

By defining clear roles, responsibilities, and escalation procedures, the guidelines improved coordination between VITA and emergency management personnel. This proactive planning enhanced the Commonwealth's overall emergency response capabilities and ensured that critical IT infrastructure remained resilient and responsive during emergencies. The effort represented a significant step toward process improvement in emergency management.

VDEM Emergency Management Data Assessment

VITA supported the Virginia Department of Emergency Management (VDEM) in conducting a comprehensive data assessment focused on improving how emergency-related data is gathered, analyzed, and used during declared states of emergency. The goal was to identify gaps and opportunities in VDEM's data ecosystem to better inform decision-making and resource allocation.

This assessment laid the groundwork for future improvements in emergency data systems, enabling more accurate situational awareness and faster response times. By helping VDEM modernize its data strategy, VITA contributed to a more agile and informed emergency management framework that benefits all Virginians.

Cloud and Infrastructure Modernization

Dynatrace Implementation

VITA deployed Dynatrace, an advanced observability platform, to provide end-to-end monitoring across applications, infrastructure and user experiences. The platform enabled real-time anomaly detection, root cause analysis, and performance optimization for critical systems.

Dynatrace was used to monitor 12 applications across the Commonwealth, offering proactive alerting and deep visibility into system health. By leveraging this platform, agencies were able to identify and resolve issues faster, reduce downtime and improve service delivery to citizens. The deployment of Dynatrace represented a significant step forward in the Commonwealth's ability to manage complex IT environments with precision and agility.

VDSS VCHAMPS Containers

To support the Virginia Department of Social Services (VDSS) in its mainframe replacement initiative, VITA implemented secure container services for the vCHAMPS project. These cloud-native containers enabled secure connectivity to the Commonwealth's mainframe services via QTS and facilitated data transfer to IBM DataStage in the IBM Cloud.

This modernization effort ensured that VDSS could transition away from legacy systems while maintaining data integrity and security. The container-based architecture supported scalability, resilience and compliance, laying the foundation for future cloud-native development across the agency.

DMAS CMS Federal Audit Support

VITA supported the Department of Medical Assistance Services (DMAS) in achieving federal certification for its Care Management System (CMS), which is hosted by VITA's Application Modernization and Cloud Integration Services (AMCIS). This certification was a critical milestone, granting DMAS the authority to operate systems that manage citizen eligibility and payment services.

VITA's infrastructure and compliance support played a key role in ensuring the CMS met federal standards for security, reliability and performance. This successful audit

underscored VITA's role as a trusted technology partner in delivering essential health and human services to Virginians.

Application Messaging Services Migration

VITA completed the migration of legacy Application Integration Services (AIS) messaging systems to modern Red Hat CoreOS (RHCOS) Kubernetes container services. The project included development and system integration testing with the federal CMS hub, ensuring secure and reliable data exchange.

This upgrade enhanced scalability, security and maintainability of messaging services used by agencies such as DMAS and VDSS. By adopting containerized infrastructure, VITA enabled agencies to modernize their application ecosystems while meeting stringent federal interoperability and compliance requirements.

AMCIS Integration with CSRM Splunk

VITA integrated its Application Modernization and Cloud Integration Services (AMCIS) with the Commonwealth Security and Risk Management (CSRM) Splunk Security Information and Event Management (SIEM) platform. This integration leveraged the Commonwealth's centralized SIEM service to enhance monitoring and compliance.

The integration was a key element of SEC530 and federal regulatory compliance, ensuring that AMCIS-hosted applications meet stringent security standards. This initiative strengthened the Commonwealth's cybersecurity posture and supported secure digital transformation.

Conclusion

The world of technology continues to evolve rapidly. For the Commonwealth to best support Virginians, existing technologies must be leveraged to their fullest potential and new technologies must be explored. These initiatives represented a commitment to that idea, with the modernization and expansion of state systems holding the potential to benefit Virginians through greater ease-of-access, security, and reliability. VITA appreciates the opportunity to serve the Commonwealth, and to report on executive branch agencies' endeavors to modernize.