COMMONWEALTH of VIRGINIA

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TO: The Honorable Abigail D. Spanberger
Governor

The Honorable Traci J. Deshazor
Secretary of Administration

The Honorable C.E. Hayes, Jr.
Chair, Joint Commission on Technology and Science

FROM: Michael Watson, Chief Information Officer, Virginia IT Agency

SUBJECT: Executive Branch Technology Benefits Report 2026

The Virginia Information Technologies Agency (VITA) respectfully submits this report in compliance with Code of Virginia § 2.2-2007(B)(2) which requires the Chief Information Officer (CIO) to:

> "Report annually to the Governor, the Secretary, and the Joint Commission on Technology and Science created pursuant to § 30-85 on the use and application of information technology by executive branch agencies to increase economic efficiency, citizen convenience, and public access to state government."

Should you have questions about this report, please feel free to contact me at michael.watson@vita.virginia.gov.

MW/JH

VIRGINIA
IT AGENCY

Executive Branch Technology Benefits Report

October 2026

Preface

The Virginia Information Technologies Agency (VITA) respectfully submits this report in compliance with Code of Virginia § 2.2-2007(B)(2) which requires the Chief Information Officer (CIO) to:

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Executive Summary

The Code of Virginia § 2.2-2007(B)(2), requires the Virginia Information Technologies Agency (VITA) to provide 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 2025. Technology initiatives in 2026 will appear in next year's report.

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, collected the information presented in this report. In addition to PMD contributions, VITA's Enterprise and Cloud Solutions teams, whose work supports modernization, infrastructure, and service delivery across the Commonwealth also provided project information. These projects indicate that in partnership with VITA, executive branch agencies achieved greater efficiency and progress, ultimately benefiting all Virginians.

Report

Department of Behavioral Health and Developmental Services – Statewide Crisis Call Center Platform

The Virginia Department of Behavioral Health and Developmental Services (DBHDS) advanced a comprehensive transformation of the Commonwealth's crisis response system, which required mobile crisis teams to be dispatched directly to individuals in crisis rather than relying on hospital or emergency department assessments. To support this shift, DBHDS developed a statewide call center data platform.

The platform was built for shared use by Community Service Board (CSB) staff, including a subcontracted private provider, private and state hospital staff, and Central Office staff. It captured caller demographic information, supported dispatch and GPS-enabled monitoring, linked callers to other services, maintained a bed registry, and provided text and chat functionality.

By giving every stakeholder in the crisis-response network access to the same real-time data, the platform strengthened coordination between CSBs, hospitals, and Central Office and directly supported the Commonwealth's move toward in-home mobile crisis dispatch, helping ensure Virginians in crisis were connected quickly to the right care.

Department of Behavioral Health and Developmental Services – Discharge Assistance Program (DAP) System

DBHDS also completed a project to improve the discharge assistance program (DAP), which governs the initial and ongoing approvals and claims verification processes that help clients transition out of state facilities.

The project built an end-to-end system that allowed all DAP stakeholders including public-facing CSB staff to share personal client data efficiently and securely. While the system directly touched a relatively small share of facility staff, primarily social workers, since public-facing CSB staff were responsible for identifying service providers, its effects extended to overall facility bed availability since delays in discharging DAP clients directly limited bed capacity.

The system enabled more efficient use of DAP funds, with impact measured by the amount of money reallocated to new clients and the number of clients discharged using DAP funding.

Department of Transportation – Enhanced 511

The Department of Transportation's (VDOT) Enhanced 511 project provided and securely managed a cloud-based suite of traffic, travel, and road information services and specialized tools.

The system supported emergency response and readiness by giving users real-time visibility into roadway conditions statewide through a network of over 1,300 traffic cameras. It also strengthened incident detection and awareness: VDOT operations staff located outside a given traffic operations center (TOC) could quickly view incidents by monitoring camera feeds, allowing VDOT to respond more rapidly to incidents, including severe road conditions.

With statewide camera coverage and faster incident visibility, enhanced 511 improved VDOT's ability to detect and respond to roadway incidents and kept travelers and operations staff better informed of real-time conditions across the Commonwealth.

Virginia Information Technology Agency-Virginian Identity Project

VITA established the foundation for statewide single sign-on (SSO) enabling citizens to access multiple Commonwealth websites and applications with one secure login, backed by identity management aligned to federal National Institutes of Standards and Technology (NIST) standards.

This completed initiative significantly enhances citizen engagement by transforming how Virginians interact with digital government services. By replacing fragmented, agency-specific login processes with a unified, secure digital identity, citizens now benefit from a seamless experience across state platforms. With one login across state services, users avoid the frustration of managing multiple accounts and passwords, making it easier and faster to access the tools and information they need.

Security and trust are strengthened through NIST-aligned identity management, which improves identity proofing, protects personal information, and reduces the risk of fraud or identity theft all of which build greater confidence in online government services.

It creates a reusable, scalable identity foundation that agencies can build upon, enabling more consistent, efficient, and accessible digital services for Virginians. Over time, this shared platform supports deeper engagement, smoother user journeys, and a more connected digital experience across the Commonwealth.

Department of Social Services – Central Registry/Background Information System (CRS/BIS)

The Department of Social Services (DSS) implemented the Central Registry, which checks whether an individual has ever been the subject of a founded complaint of child abuse or neglect in Virginia, and the background information system (BIS), which supports compliance with state and federal law requiring comprehensive background checks for individuals affiliated with childcare.

Together, these systems gave screeners and childcare providers a reliable, compliance-driven tool for verifying an individual's history before they were placed in roles working with children, supporting the Commonwealth's broader commitment to child safety.

Department of Veterans Services (DVS) – DVS Website Modernization

The Virginia Department of Veterans Services (DVS) completed a full modernization of its public website in February 2025, replacing a platform that was more than a decade old. This completed project significantly enhances citizen engagement by delivering a modern, intuitive, and accessible digital experience for Virginia’s veterans and their families.

The redesigned site makes it easier for users to find and act on benefits, programs, and services, while its fully updated platform meets current accessibility and mobile-friendly standards, ensuring that veterans of all abilities and devices can engage with DVS seamlessly. Modernization also provides a more responsive and reliable foundation for maintaining accurate information and expanding future self-service options.

Additionally, the project integrated all DVS digital outreach tools, enabling targeted messaging, improved campaign tracking, mobile-optimized displays, an integrated e-news module, and built-in form and survey capabilities. Together, these enhancements created a cohesive, efficient, and user-centered online environment that strengthens communication, increases return traffic, and deepens overall engagement with Virginia’s veteran community.

Department of Aviation (DOAV) – Aircraft Registration System

The Virginia Department of Aviation's (DOAV) aircraft registration and compliance process was modernized by replacing a labor-intensive, paper-based workflow with a fully online system. This completed project now allows aircraft owners to renew or apply for aircraft registration electronically, greatly improving convenience, efficiency, and overall compliance across the Commonwealth.

Through electronic registration, online payment capabilities, and modern tracking tools, the system strengthens good stewardship of public funds, enhances service delivery, and enables DOAV to meet increasing service demands with fewer resources. Staff can process registrations more quickly, communicate electronically with aircraft owners, and maintain clearer visibility into both registered and unregistered aircraft.

The modernized platform also improves compliance and revenue collection. With better tools to identify and track unregistered aircraft, DOAV can recover lost tax revenue previously difficult to capture through manual processes. Overall, the new Aircraft Registration System provides a cost-effective, efficient, and citizen-friendly way to manage aircraft registration in Virginia, supporting stronger accountability and improved public service for the aviation community.

Conclusion

In 2025, executive branch agencies continued to strengthen IT delivery and improve efficiency, security, and accessibility for Virginians. The completed initiatives highlight effective collaboration with VITA and meaningful progress in modernizing government operations. VITA remains committed to supporting agencies in advancing technology solutions and will provide further updates in next year's report.