

ITIB

Information Technology

Leadership Survey Results

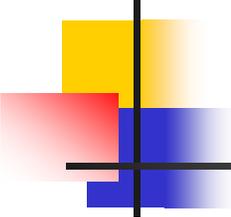
Senate Finance

General Government/Technology Subcommittee

General Assembly Building

Richmond, Virginia

July 13, 2009



Survey Overview

- Developed by ITIB - Committee on the Chief Information Officer Search & Executive Evaluation
 - Interested in learning the IT needs of the agencies
 - Wanted to understand how the CIO could assist in meeting those needs
- Administered by DHRM in April 2009
- Distributed to 104 Executive Branch Agency Heads
- 50% response rate
- 81% of the respondents provided written comments
- 42% of the respondents wanted to provide further information

Agency Survey

IT Program Effectiveness

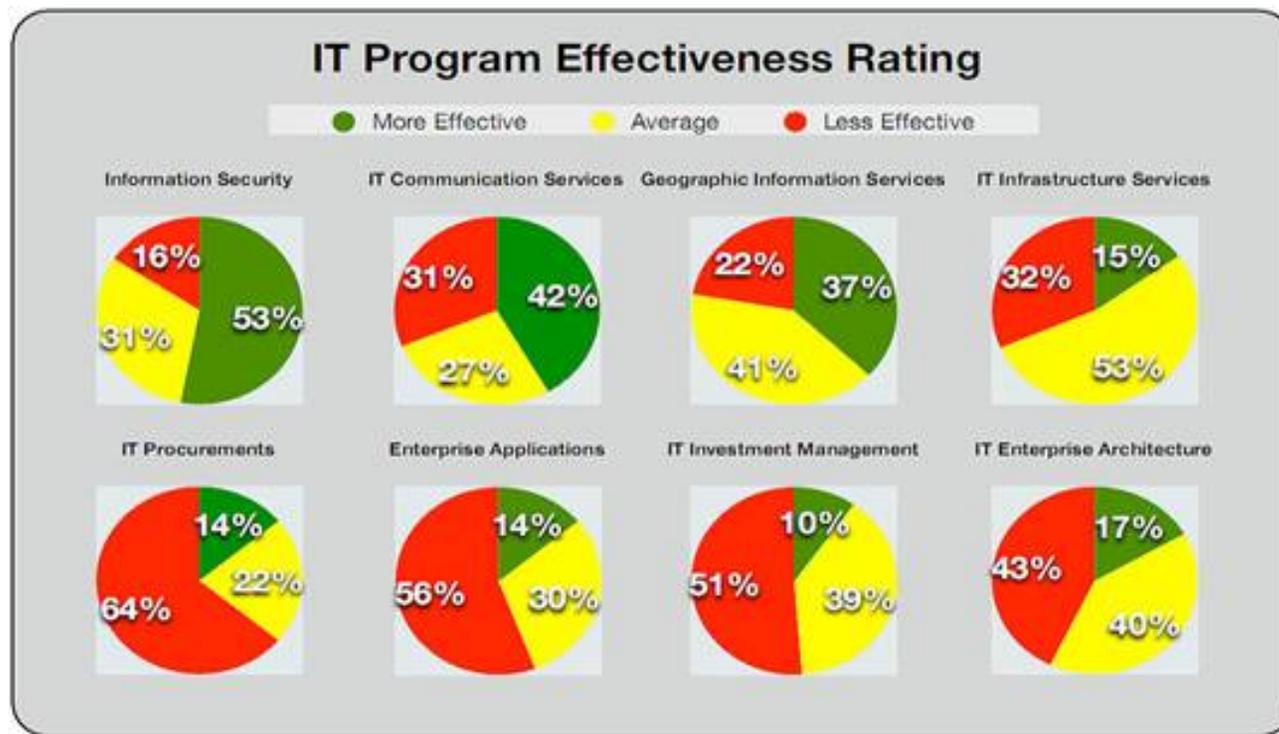
- Average Rating
 - 39% - Less Effective
 - 36% - Average
 - 25% - More Effective

IT PROGRAM EFFECTIVENESS	More Effective	Average	Less Effective
Information Technology Communication Services	42%	27%	31%
Information Technology Infrastructure Services	15%	53%	32%
Commonwealth Enterprise Applications	14%	30%	56%
Information Technology Investment Management	10%	39%	51%
Commonwealth Information Security	53%	31%	16%
Information Technology Procurements	14%	22%	64%
Virginia Geographic Information Services	37%	41%	22%
RATING AVERAGE	25%	36%	39%

Agency Survey

IT Program Effectiveness

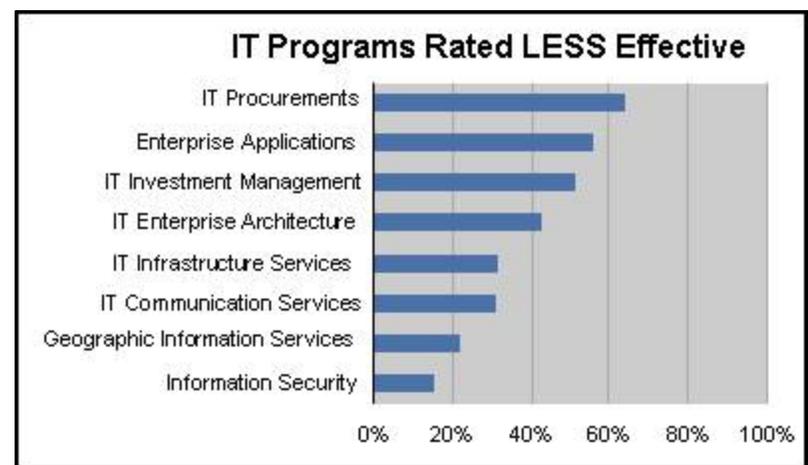
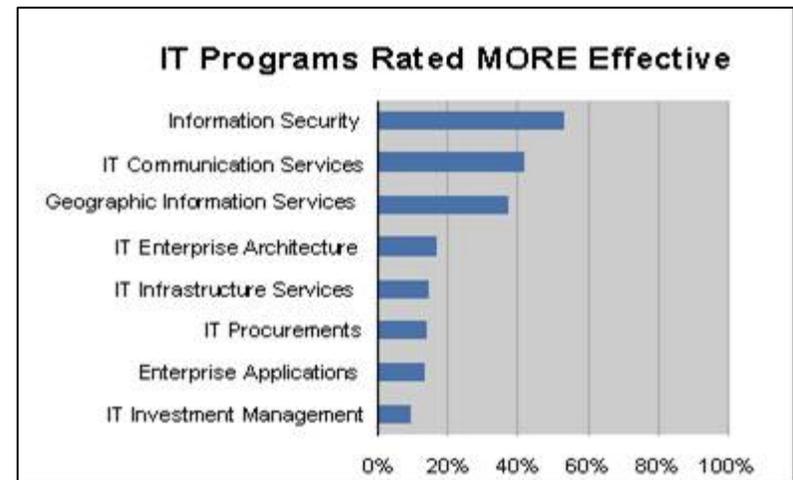
- Green is the hoped for result on the stoplight report



Agency Survey

IT Program Effectiveness

- More Effective Programs
 - 53% Information Security
 - 42% IT Communications
 - 37% Graphic Information Services
- Less Effective Programs
 - 64% IT Procurement
 - 56% Enterprise Applications
 - 51% IT Investment Management



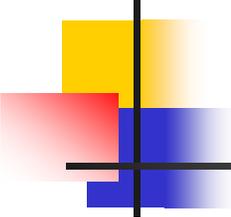
Agency Survey IT Priorities

■ Top Priorities

- 1st - Security
- 2nd - Efficiency & Cost
- 3rd - Access

Q 2. *Please consider what you believe should be the priorities of the Commonwealth over the next two to five years and prioritize the following accordingly with 1 being the most important priority and 9 being the least.*

RANK	PRIORITIES
1 st	Confidential information and valued assets are secure.
2 nd	Efficient and cost saving means to deliver services.
3 rd	Easily access information and services only to those intended.
4 th	Maintain systems and services in adequate working order.
5 th	Need to respond and act quickly.
6 th	Need for consistent and accurate data that will interface with other systems as necessary.
7 th	Availability of adequate disaster recovery plans to recover systems and data.
8 th	Availability of appropriate tools for executive oversight, management decisions, and program implementation.
9 th	Further development of Internet and technology based channels.



Agency Survey CIO Attributes

■ Top Attributes

- 1st, 3rd, 4th - Delivery
- 2nd - Understanding Agency Operations

Q 1. Please rank the following attributes needed for a CIO to be successful in the Commonwealth with 1 being the most important and 10 being the least important.

RANK	ATTRIBUTE
1 st	Delivering on commitments.
2 nd	Understanding your agencies' operations.
3 rd	Delivering on infrastructure.
4 th	Delivering on regulatory compliance.
5 th	Being an inspirational and ethical leader.
6 th	Enabling leadership.
7 th	Knowing how to run a business.
8 th	Not being afraid to be a change agent.
9 th	Understanding the commercial side of the business.
10 th	Enhancing the Research & Development functions available.

Agency Survey

CIO Qualities

- Top Qualities
 - 1st- Understand business needs
 - 2nd- Customer service
 - 3rd- Problem solver

Q 4. *What is the most important quality that you would like to see in the Commonwealth CIO?*

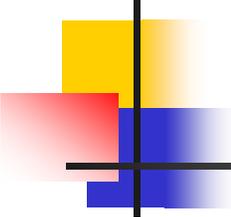
RANK	TOP 10 QUALITIES OF THE CIO
1 st	Understand business needs of the agencies and the Commonwealth
2 nd	Customer service
3 rd	Problem solver, work with agencies to develop solutions
4 th tie	Cost
4 th tie	Change, innovation, forward thinking
6 th tie	Honesty, integrity
6 th tie	Leadership
8 th	Accountability; review mission, organization and current operations
9 th	Common sense
10 th	Technical competence, objectivity

Agency Survey Advice to CIO

■ Top Advice

- 1st - Manage cost
- 2nd - Listen
- 3rd - Customer service

<i>Q 5. What is the most important advice you would like to share with the Commonwealth CIO?</i>	
RANK	TOP 10 ADVICE TO THE CIO
1 st	Manage cost
2 nd	Listen to agencies and their insights
3 rd	Customer service, reliable service
4 th	Realize one size does not fit all
5 th	Communicate, include agencies in planning
6 th	Find solutions, be helpful
7 th	Hold staff accountable
8 th tie	Be honest
8 th tie	Restore credibility
10 th	Manage change



Interview Results

- Series of small group 1 hour meetings with ITIB
- 16 agency representatives interviewed to date
- 3 agencies provided additional documentation
- Feedback aligned with survey results
 - Cost
 - Customer service
 - Understand agency business
- Believed IT strategy sound, but poor execution
- One size does not fit all
- Unable to distinguish VITA from NG employees