



Virginia Information Technologies Agency



VITA Update

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**Senate Finance Subcommittee on General
Government/Technology**

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VITA's Mission: Mandate for Change

- Executive & Legislative Branch leaders called for
 - ***Business-like approach to managing IT services across the enterprise of state government***
- Concept of "Shared Services" (cloud computing)
 - Statewide IT *infrastructure* for government entities
- Central oversight of IT procurement, projects, security, standards, policy and procedures, Wireless E-911, and contingent labor
- Modernization is multi-step process
 - Step 1: Virginia Information Technologies Agency
 - Step 2: IT Program with Northrop Grumman
 - Step 3: Enterprise Applications and Services



CoVA IT Infrastructure

Computers

57,977 PCs
3,485 servers

Mailboxes

59,866 accounts

Data storage

1.4 petabytes

Mainframes (2)

IBM

Unisys

Communications

~55,000 desk phones
~3,600 handhelds (PDAs)
~11,000+ cell phones

Networks

2,039 circuits

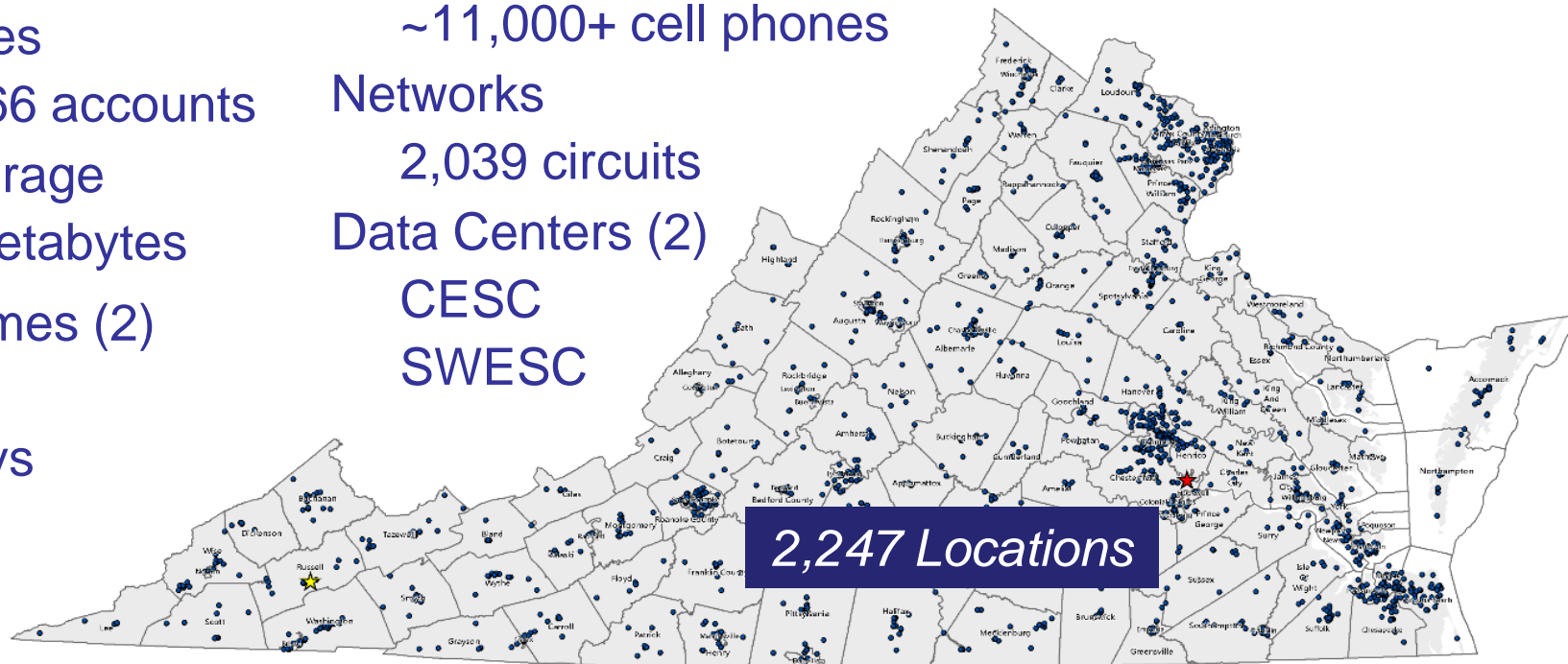
Data Centers (2)

CESC

SWESC

Printers

5,674 network
22,000+ desktop



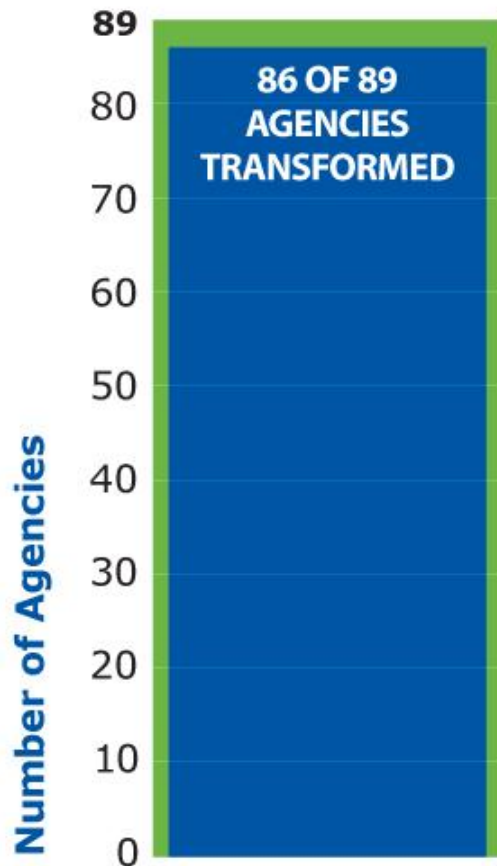


IT As a Fully-Managed Service

- Centralized monitoring, management and support
- Shared services
 - Data center (mainframes, storage, servers)
 - Network (routers, firewalls, Enterprise Internet connection with redundant circuits)
 - Desktop computers with hardware/software refresh
 - Desktop software (Office, virus scan, remote support, and asset inventory management)
 - Enterprise Email with full redundancy, hot fail-over and full security scans in/out
 - Help desk and incident management (storms & outages)
 - Monitoring (servers, security, network): 24 x 7 x 365



Transformation Status



- *Critical mass* achieved
- Standard, reliable and secure
- Remaining agencies:
 - VEC
 - ~40% transformed
 - Only state agency using Novell
 - VSP & VDEM
 - Substantial custom security and support requirements



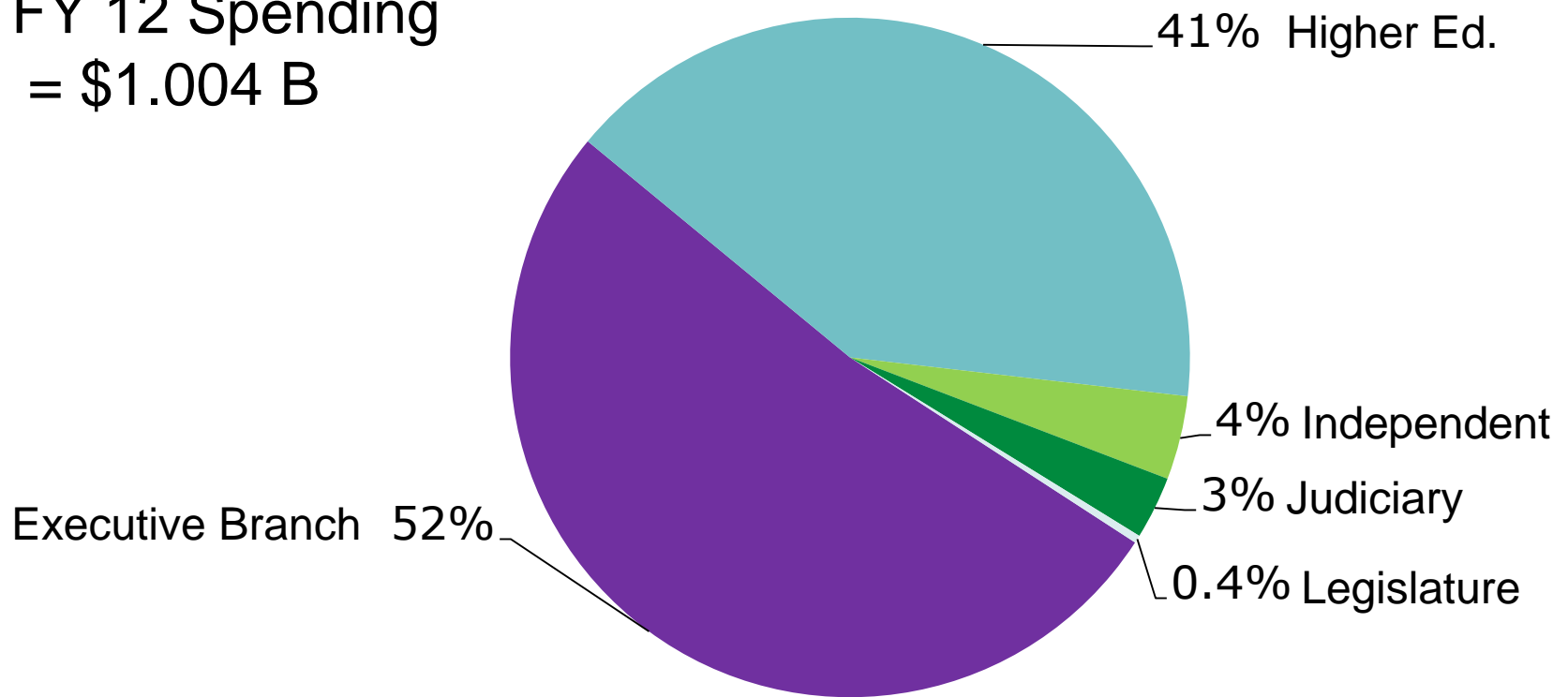
Major Accomplishments

- Financial stability – hit 100% of FY12 targets
- Continued improvements to VITA operations (technology, people & processes)
- 22,000 Desktop PCs Refreshed (CY 11 & 12)
 - Windows 7 roll-out (underway)
- Major upgrades of
 - Enterprise email system,
 - IBM mainframe,
 - Legacy voice systems (UCaaS)
- Critical Mass allows new Enterprise-wide shared services



CoVA FY 2012 IT Expenditures

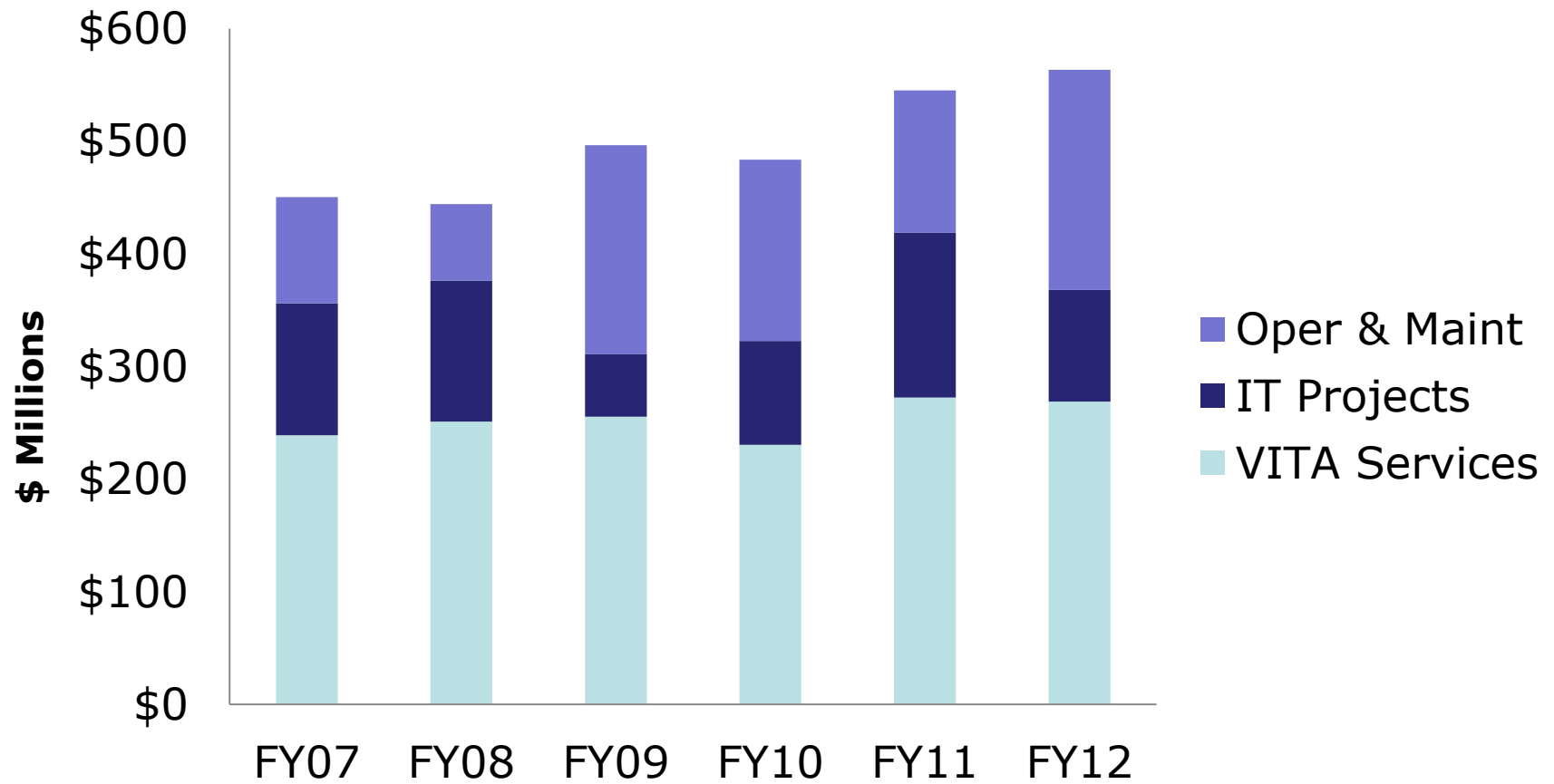
FY 12 Spending
= \$1.004 B



Source: VITA staff analysis of Auditor of Public Accounts data.



Trends in *Executive Branch* IT Costs



Source: Auditor of Public Accounts.



CoVA Business Needs Drive IT Spend

- 136 IT Projects
 - 52 “major” projects (\$432 M)
 - 84 non-major projects (\$56 M)
- Agencies use 2,000 core business applications to meet business needs
 - 17% of core applications are end of life
 - Ex: VITA telco billing system is 30 years old
 - Financial management (CARS), human resources (PMIS), entitlement eligibility systems (eHHR)

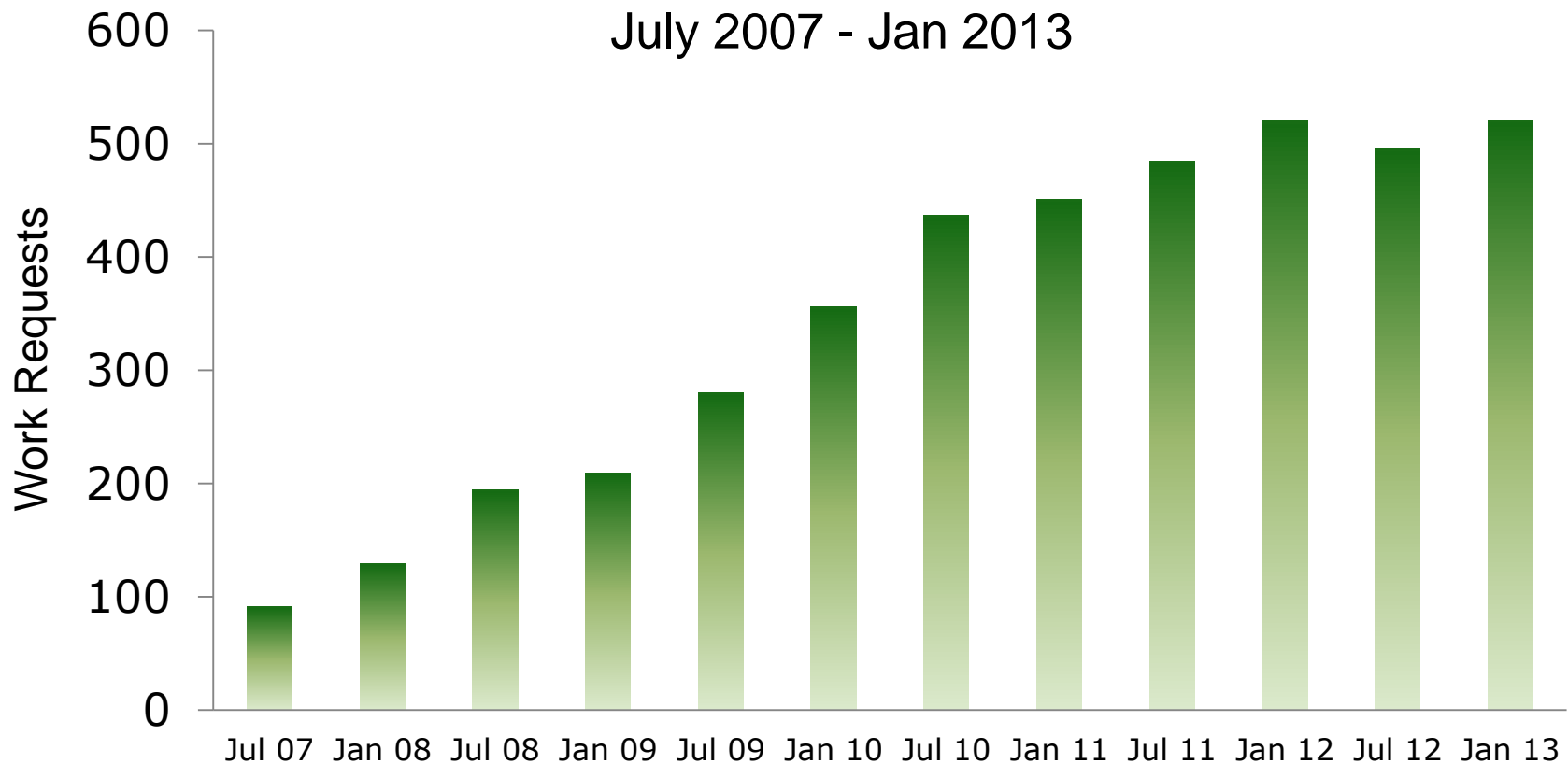


Examples of Active Major IT Projects

Agency – Project Name	Projected Amount
DSS - Eligibility Modernization, Program Migration	\$75,212,015
VEC - Unemployment Insurance Modernization	\$58,540,155
DOA - Cardinal Project Part 3 (Rollout)	\$56,991,880
Sec. of HHR - HIT/MITA Program	\$53,373,320
DBHDS - Electronic Health Records	\$34,256,000
DOE - State Longitudinal Data Sys.	\$13,522,897
DPOR - EAGLES	\$7,977,793

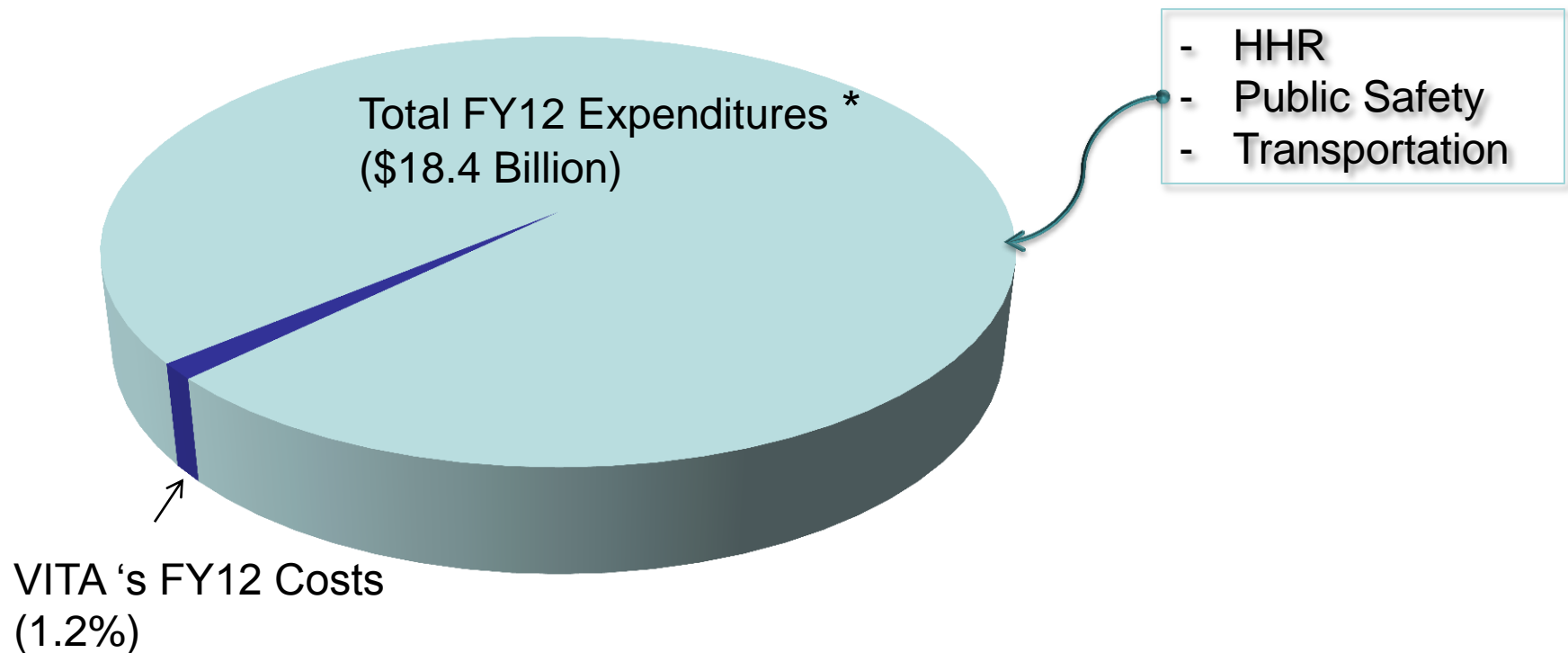


Agency Work Requests Also Drive IT Costs





VITA Costs Are Typically 2% of Budgets



Sources: Commonwealth Data Point, VITA

* Top 3 Secretariats account for 74% of VITA invoices



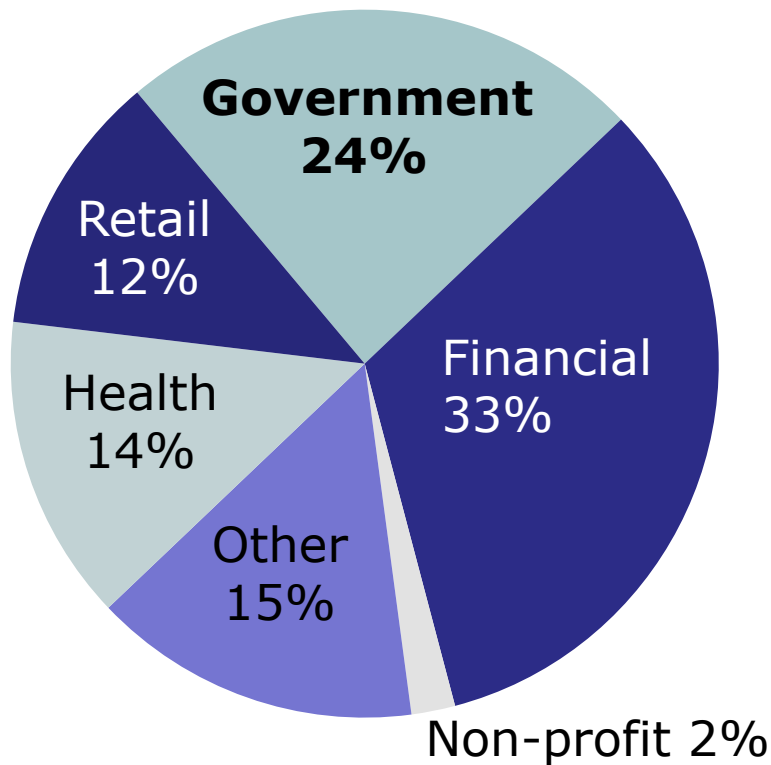
VITA Costs: 90% for Vendor Payments



- VITA is primarily an Internal Service Funded (ISF) agency
 - Under 1% of VITA costs are GF
 - ISF rates overseen by JLARC
 - Rates adjusted annually
 - Audited by APA, reported to federal HHS
 - **FY 2013 rates decreased 2.3% (avg.)**



Government: #2 Target of Cyber Attacks



Security breaches of over 1 Million records

Source: Privacy Rights Clearinghouse, *A Chronology of Data Breaches*, Aug 2012

Mandate: protect CoVA network & citizen data from unauthorized access

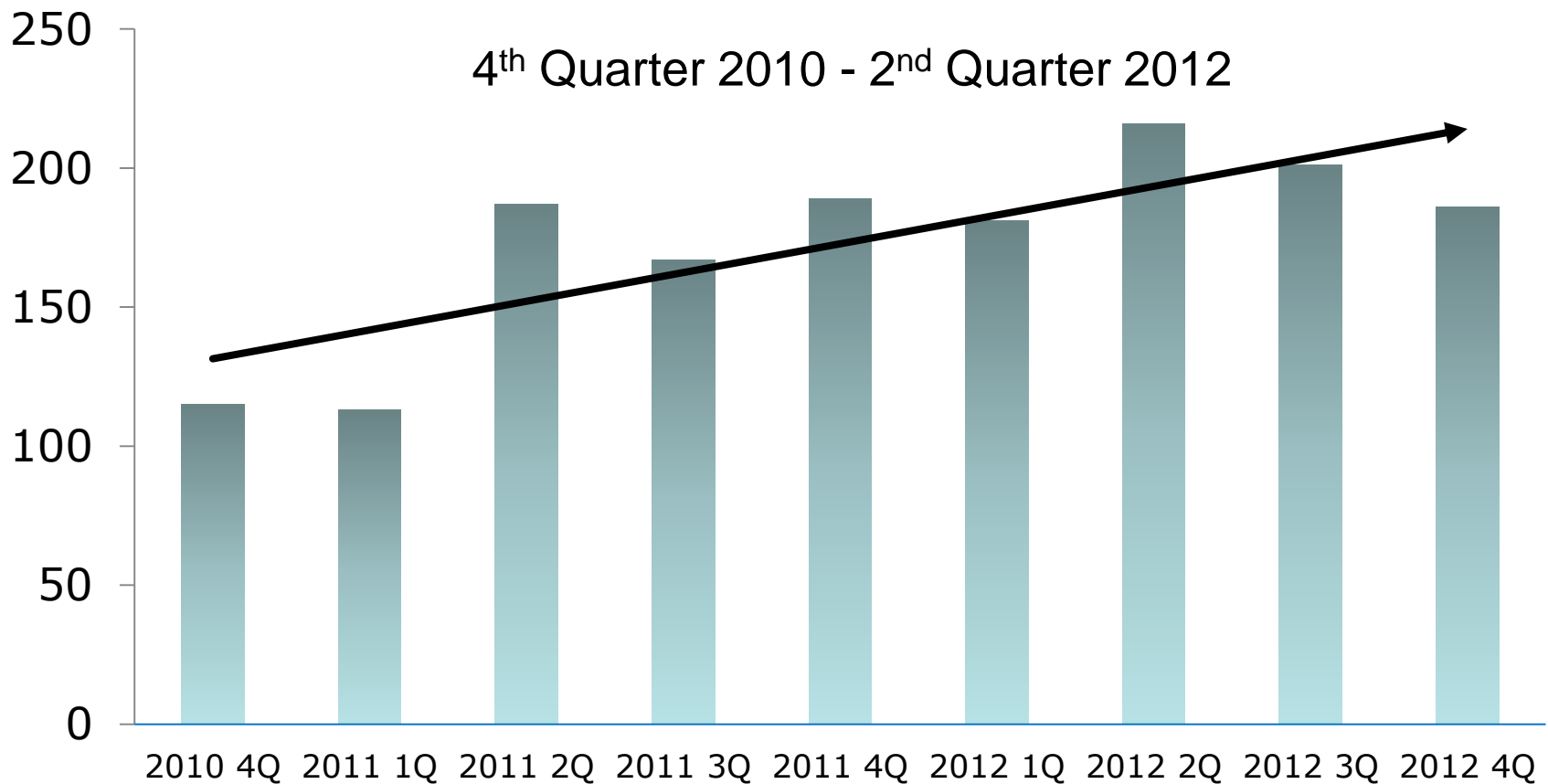
In Virginia (CY 2012)*

- 117,842,683 attack attempts
- 698,942,080 spam messages

*Transformed agencies only



Increase in Security Incidents



Password Attack Attempts

- Over last 4 months: 279,740 attacks that targeted passwords on 2,883 COV devices





IT Security – Current State

- Security Architecture and Standards
- Protecting CoVA Data 24 x 7 x 365
 - Intrusion detection & vulnerability scanning
 - Antivirus & firewalls
 - Spam & web content filtering
 - Centralized & automated software patching
 - Secure remote network access (2-Factor VPN)
 - Encrypted internal email
- Intelligence & Information Sharing
 - Collaborating with FBI, DHS and others

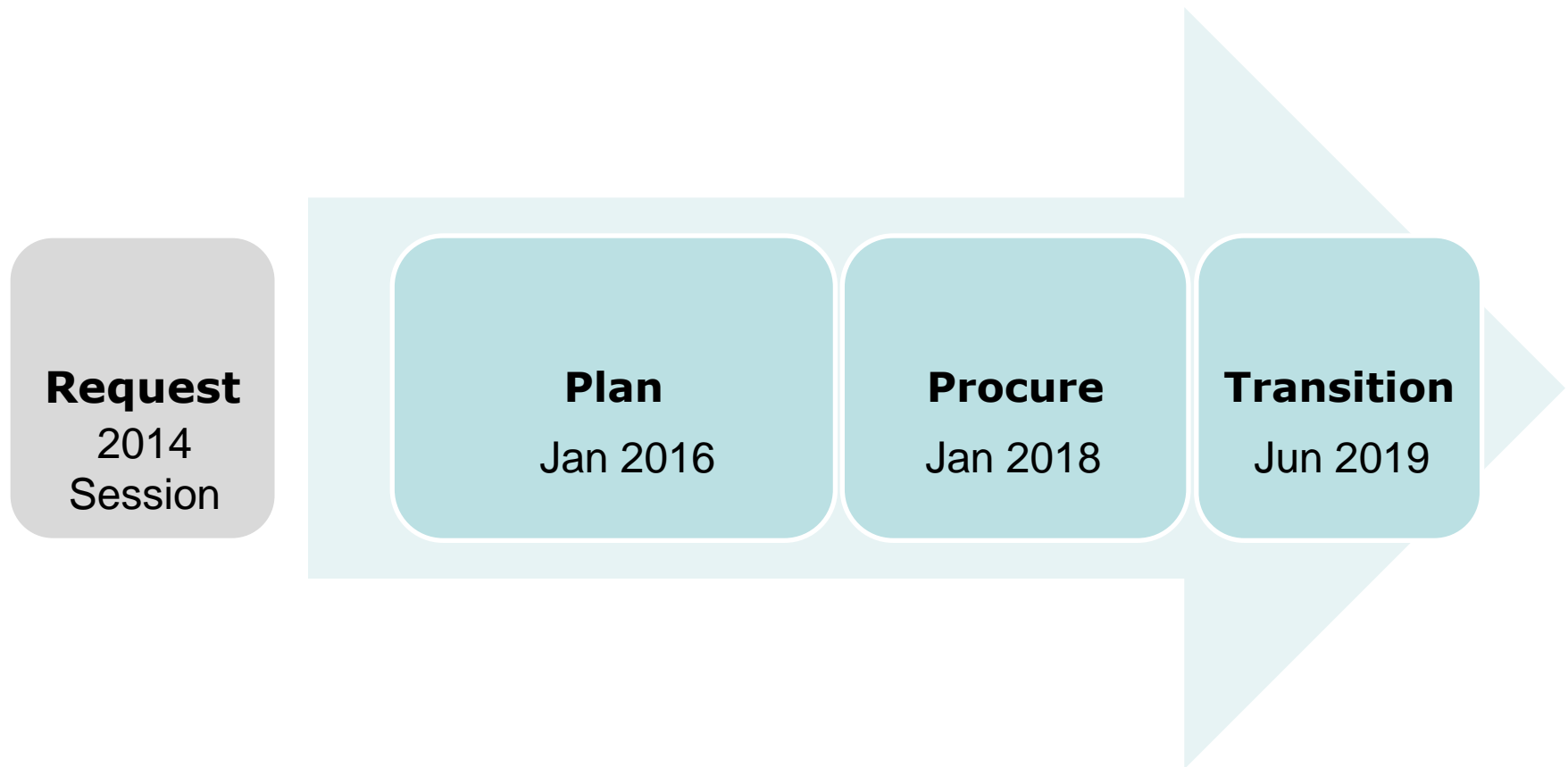


IT Security – Future State

- Improve Analysis & Risk Assessment
 - Full packet analysis to address data exfiltration
 - Risk management tool (being pursued) to identify potential impact of breach or outage
- Enhance Access Security
 - More secure remote network access (SSL VPN)
 - Password resets (from 90 to 45 days)
- Address Security Compliance
 - Increasing VITA's capabilities



Prospective Timeline: NG Contract





Challenges, Look-ahead

- Lingering resistance to shared services approach
 - IT as a fully-managed service, not just hardware
- Customer service is improving, but work remains
- Evolution of NG relationship
 - Technology innovation
 - Continuous change to NG contract
- Aging “legacy” applications
- VITA organization
 - Insufficient oversight authority
 - Aging workforce



Questions?

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